Digital Alarm and Communications Server

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DAKS Rel. 7HiPath DAKS V3 R1 Classic Applications

User Manual

The information in this document is designed to offer a general overview and to describe the overall performance features of this product, the details of which may differ in their final form in the actual application or become subject to modification as a result of the further development to which our products are constantly subjected. The trademarks used in this document are property of tetronik GmbH and its legal owners. The trademarks used in this document are property of tetronik GmbH and its legal owners.

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1 Conventions and Operating Instructions

Readers and qualifications

This manual is written for all users involved in the setup and administration of DAKS applications, and for operators who need to boot, monitor and control these applications.

To carry out the operations described in this manual you need to be familiar with Windows and have a good understanding of the basic laws and principles of telecommunications engineering. Also required is a good familiarity with the terminals and handsets that are used and the functions of the PBX.

Contents

This chapter covers the following areas:

1.1 Overview of chapters

1.2 Reference manuals

1.3 Notations and symbols

1.4 General instructions

1.5 Data protection and data safety

1.1 Overview of chapters

This manual contains the following chapters:

Chapter 1, "Conventions and Operating Instructions"	This chapter specifies the conventions that are applied in this manual and shows you how put the manual to the best use.
Chapter 2, "Description of functions"	This chapter gives you an overview of the DAKS structure, with a brief description of all functions.
Chapter 3, "Operating Instructions for the Administrator-Tool and the Operator-Tool"	This chapter offers general operating instructions for the DAKS-TT Administrator- and Operator-Tool. It also explains the special functions provided by these two tools.
Chapter 4, "Configure Parameters"	This chapter covers the various basic parameters that apply to the DAKS server as well as to the Administrator-Tool. It also shows you how to set the different parameters in order to tweak the DAKS server and the applications to best meet the needs and requirement of your business.
Chapter 5, "SMS Retrieval Service"	This chapter shows you how to configure and administrate the SMS retrieval service. It also illustrates how to retrieve SMS messages over the phone.
Chapter 6, "Create and Administrate Announcements"	This chapter shows you how to create and administrate announcements. It covers both the functions provided by the Administrator-Tool as well as the functions that can be performed over the telephone. At the end of the chapter you will find an overview of the professionally recorded announcements that are already included in the standard delivery.
Chapter 7, "Create and Administrate Subscribers"	This chapter shows you how to set up and administrate subscribers and how to assign them rights or permissions. It also includes a detailed description of the fields for the subscriber data.
Chapter 8, "Protocoling and Printouts"	This chapter covers the different logging and protocoling options in DAKS. It shows you how log files and protocols are created and organized, and how they can be printed as hardcopy or saved as a file.
Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts"	This chapter shows you how to set up, administrate, launch, and monitor broadcasts. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.
Chapter 10, "Set up and Activate the Personal Security Function"	This chapter shows you how to set up and activate the function Personal Security to protect your staff.

Table 1-1 Overview of chapters

Chapter 11, "Set Up, Convene and Moderate Conferences"	This chapter shows you how to set up, administrate, initiate, and moderate conferences. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.
Chapter 12, "Create and Administrate Call Profiles"	This chapter shows you how to create and administrate call profiles. It covers the functions provided by the Administrator-Tool as well as the functions that can be carried out from the Operator-Tool and over the telephone.
Chapter 13, "Setup, Administrate and Operate the Info Telephone"	This chapter shows you how to set up, administrate and operate the Info Telephone. It explains the functions of the Administrator-Tool as well as the functions that can be carried out from the Operator-Tool and over the phone.
Chapter 14, "Setup, Administrate and Start Scenarios"	This chapter shows you how to set up, administrate and start Scenarios. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.
Chapter 15, "Setup, Administrate and Start Schedulers"	This chapter shows you how to start, convene and switch the DAKS applications "Broadcasts", "Conferences" and "Info Telephone" with schedulers.
Chapter 16, "DAKS in Combination with Nurse Call Systems"	This chapter shows you how DAKS communicates with call systems. It offers real-life configuration examples and covers the characteristics that apply when linking up the system with individual call systems.
Chapter 17, "DAKS Positioning Services"	This chapter shows you how DAKS can locate the position of WLAN (WiFi) and DECT devices and how this can be used for broadcasts and conferences.
Chapter 19, "Glossary"	This chapter explains the technical terms that are used in this manual.

Table 1-1 Overview of chapters

1.2 Reference manuals

The below-listed documents are of additional help when working with DAKS:

- the Service Manual DAKS Release 7, HiPath DAKS V3 R1.
- the service manual of the PBX at which you want to operate the DAKS server
- the documentation found at www.siemens.com/hipath -> Downloads -> User manuals.
- the data sheets of DAKS Release 7, HiPath DAKS V3 R1.

1.3 Notations and symbols

Notations

The following definitions are used in this document:

`Text`	All texts copied from files that are described in this manual and all entries that are added to these files appear in the non-proportional `Courier` typeface.
The password **123456** ...	Details and instructions in the continuous text that are **of particular importance** or **must be heeded** appear in bold print. **Buttons** are also in bold print.
The file `global.cfg`	`Files` and `directories` are output in the non-proportional `Courier` typeface.
″Name″	Field names, menu names and window descriptions appear in "quotation marks".
<Place holder>	Entries and outputs, both of which may vary depending on the individual situation in which they appear, are placed in <angle brackets> and output in italics.

Table 1-2 Notations

Symbols

The following symbols are used in this manual:

The "i" is used to indicate additional helpful information.

Safety instructions
Safety instructions warn users of hazards that can damage or destroy the hardware or software, and lead to the loss of data.

1.4 General instructions

Operations at the DAKS server and the PBX

Please bear in mind that operations performed on the DAKS server may only be carried out by qualified service staff and authorized technical experts. These operations are mainly covered in the Service Manual and are not further described here.

1.5 Data protection and data safety

This system processes and uses, among other things, personal data, for example for billing purposes, display outputs, and to record customer details.

In Germany, the processing and application of use of personal data is subject to various regulations, including the Federal Data Protection Act (Bundesdatenschutzgesetzes, short BDSG) and other regulations. Please be careful to follow the laws and regulations for the protection of personal data that are in force in the country you work in.

The purpose of data protection is to protect the individual against any infringement of his personal rights through the misuse of personal data.

In addition, data protection is designed to defend the data itself from being misused during the different phases of processing and thereby ward off any infringement of external or internal interests in need of protection.

Please help ensure the full protection and safety of data by being aware of these issues as you work:

- Always make sure that only authorized persons have access to personal data.
- Assign passwords whenever you can and do not grant unauthorized persons access to your passwords, for example by writing them down.
- Always make sure that no unauthorized persons can process or utilize personal data in any way, for example by saving, communicating, blocking or deleting this information.
- Always make sure that no unauthorized persons have access to data storage mediums, for example to backup disks or logging printouts. This applies both to service work provided at the customer direct and to the storage and transport of data mediums.
- Always make sure that every data storage medium that is no longer needed is properly and fully destroyed. Also be careful not to leave behind any papers that could become openly accessible to others.

2 Description of functions

Overview

This chapter gives you an overview of the structure of DAKS and briefly describes all of its functions. For details of the individual applications please refer to the corresponding sections of this manual.

Contents

This chapter covers the following areas:

2.1 Overview

2.1.1 Product Overview
2.1.2 Overview of functions
2.1.3 Schematic overview and other performance features

2.2 Administration and operation

2.3 The basic components of DAKS

2.3.1 DAKS server
2.3.2 The hardware for DAKS-TTDbServer, DAKS-TTProcessServer, Administrator- and Operator-Tool

2.1 Overview

2.1.1 Product Overview

The complexity of the challenges that meet modern telecommunications are many and varied and go far beyond just making telephone calls. That is where the **D**igital **A**larm and **C**ommunications **S**erver, German short: DAKS (in Siemens HiPath PBX systems and networks: HiPath DAKS) comes in. With its flexibility and coherent communications strategies it makes it possible to meet these challenges:

- DAKS offers connectivity to traditional PBX systems (via S0/S2M) as well as to VoIP/SIP systems (e.g. via Gbit Ethernet),
- DAKS communicates with telephones (stationary, cell phones, DECT, WiFi), but also with pagers and PCs or PDAs via special WEB clients,
- DAKS takes calls and calls users direct, through-connects audio sources, and switches subscribers to bilateral calls or conferences,
- informs with voice announcements and display text or SMS messages, and delivers multimedia information (e.g. videos),
- DAKS offers special emergency call functions in HiPath networks,
- communicates with host systems and external sensors or actuators,
- locates handsets as well as tags or medallions, both in DECT and in WiFi infrastructures,
- can control public address (PA) systems.

2.1.2 Overview of functions

With these capabilities DAKS realizes a vast range of alarm, communications and security services, all of which find detailed description below:

Broadcasts and Alarms

Alarm, notify and mobilize

In many areas of application it is the system's ability to dispatch, simultaneously or sequentially, targeted alerts and notifications to specific users and entire groups (mostly through phone calls or text messaging), that makes it possible to forge vital security-relevant systems, for example to:

- to mobilize auxiliary fire brigade units, first responders and emergency rescue teams, also in combination with external emergency response host computers,

- to evacuate specific production areas and buildings (for example in a hotel, chemical industry park or hospital) in a fire or other emergency situation,
- to notify police authorities, hospitals, schools, the press etc. in parallel,
- to exchange information between a central head office and its branches,
- to place nurse calls from DECT handsets/WiFi phones, mostly in combination with external nurse call systems, with callback to the calling patient,
- for emergency calls with detailed information on the location of the distressed person(s),
- also in combination with so-called "Patient Monitoring Systems", or
- to send malfunction reports received from external systems (e.g. from industrial controls or alarm systems) to mobile service technicians.

Vital and life-saving information is transmitted automatically, quickly and safe.

DAKS brings increased mobility to employees and minimizes error-prone, time-consuming and monotonous work routines.

Protective staff monitoring

Protection at work in high-risk areas

DAKS monitors mobile or stationary subscribers by tracking their location on a cyclical basis and through monitoring calls. Also, all monitored users can set off will-dependent alarms (activated by speed-dial or emergency buttons) and will-independent alarms (activated by no-longer-upright or no-movement sensors), for example:

- nurses in forensic psychiatric clinics
- night watchmen on their routine rounds
- staff operating isolated or lone-worker stations
- service technicians in hazardous work areas

Telephone conferences

Decide together in the team, deliver the best help

DAKS makes it possible to convene telephone conferences intuitively and spontaneously and thereby accelerates substantially the entire communication and decision-making processes, for example for:

- between different crisis management groups in emergencies
- exposed persons and first responders
- headquarters and local offices
- editors and reporters

- between the members of distributed project teams (e.g. international teams)
- project teams (e.g. international teams)

and in many other business areas.

Conferences can be activated and controlled over the phone, through a central operator, or via the Internet or Intranet and a standard browser.

In addition, DAKS can also operate as a subordinate high-quality voice conference of a multi-media conference solution.

From one-number services to call centers
For fast availability anywhere

Through the DAKS call profiles the system can use a single call number to automatically and intelligently reach all telephones of a person or all telephones of the specific members of a team that are needed to the situation. This is of particular significance in combination with:

- DECT/WiFi systems located at different sites that do not support roaming,
- employees using a mobile and a wired telephone at the same time,
- multiple telephones in hotel suites,
- 'flexible offices' or
- hotline service numbers, operated for example by information desk staff or service technicians who can be called in parallel or who can swap calls.

The system-integrated queue function in DAKS is of key significance for service hotlines. As a high-end application DAKS also offers a veritable call center, including individual skill groups and full reporting.

The gains for your business: Increased accessibility of mobile subscribers, shorter queuing, and simplified dialing for callers.

This makes it possible to avoid the often time-consuming search for qualified help – especially when every second counts.

Announcement and open listening services
Inform and notify large numbers at the same time

DAKS can be called for playback of announcements, from ad hoc recorded messages to predefined recordings, and for live broadcasts, for example:

- to get the latest updates on an accident or spill at an industrial site, to inform and provide reassurance to the public, staff members and public authorities
- for weather and traffic news: e.g. flood levels, snowfalls, bottlenecks etc.

- for now-playing information for movie theaters and previews for upcoming events, or
- for live broadcasts, e.g. sessions of parliaments or works meetings

E-Mail service (Mail2Phone)

Reach staff members without an own PC by email

From SMTP mail systems, for example from MS Outlook, any number of e-mails can be sent to individual subscribers, or to predefined subscriber groups throughout the entire corporate network (to Optiset E or Gigaset terminals), for example:

- work orders
- information on changed dates or rooms
- status and disruption messages

For more information on the installation and configuration of the E-Mail service please see DAKS-TT Installation Manual.

2.1.3 Schematic overview and other performance features

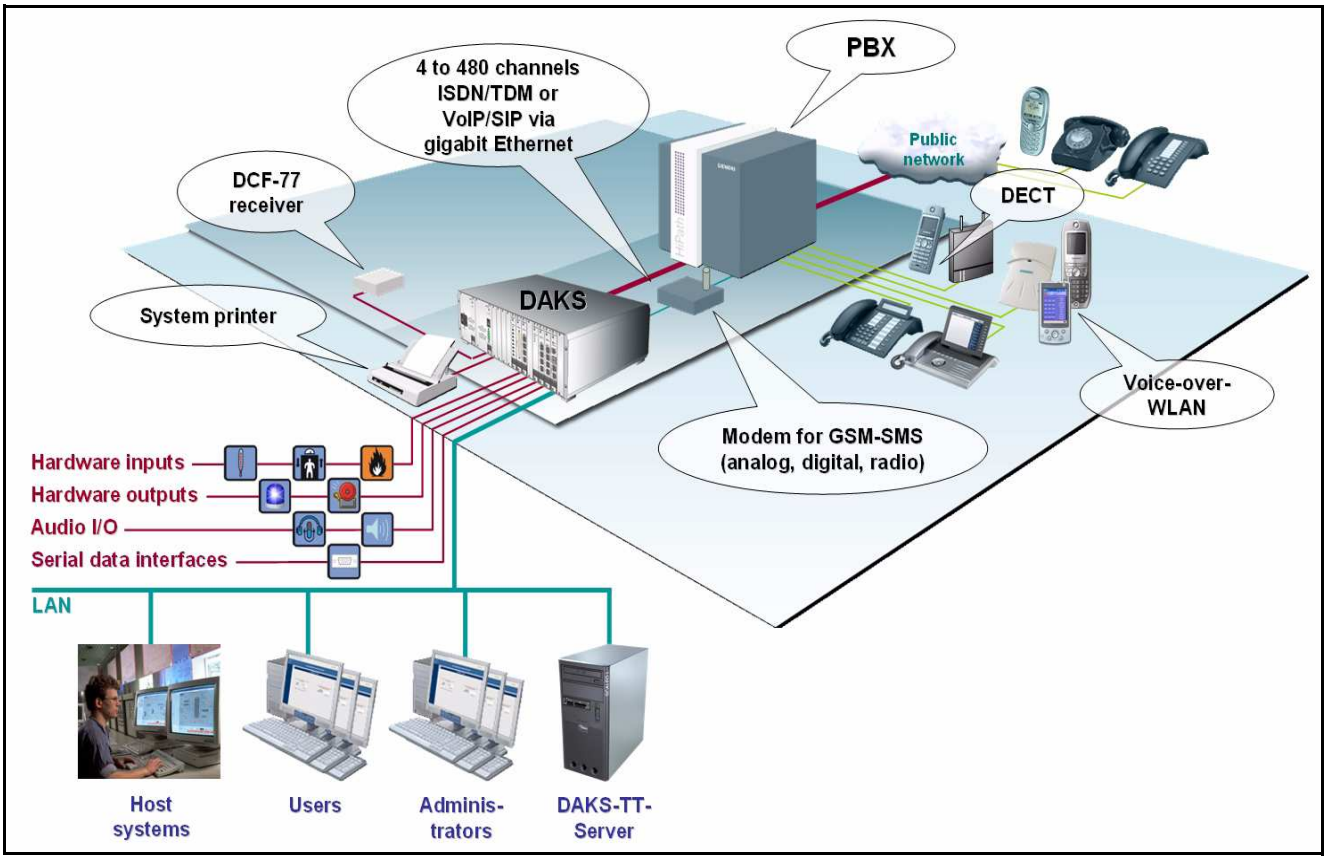


Image 2-1 DAKS setup

Increased security through separated process flows

By separating the process flows from the administration, the Classic DAKS attains a maximum possible degree of availability.

All DAKS PBX telecommunications processes are carried out in the DAKS server. As the DAKS server contains all the data it needs, it can operate also if the entire administrative/operative periphery should break down.

In this way broadcasts can, for example, be activated over the phone, through serial data interfaces, or via hardware input, even if the LAN should fail.

Multiple DAKS servers for maximum availability

If express requirements are placed on the availability, up to four DAKS servers can be installed in Hot Standby or, if needed, as servers running in parallel. Here, the updating of all servers is carried out automatically in the background.

2.2 Administration and operation

The administration is carried out via one or several physically separated and standard Windows PCs (Windows XP, Windows 7, Windows 2003 Server or Windows 2008 Server).

In the simplest set-up (single-user operation), only one PC with DAKS-TTDbServer (database server), DAKS-TTProcessServer (process control server), the Administrator- and the Operator-Tool, is connected directly to the DAKS server via TCP/IP-LAN or via a serial RS232-connection.

In a multiuser operation, the DAKS-TT software runs on a backend server with which as many as 20 remote Administrator and 20 remote Operator workstations can communicate simultaneously via TCP/IP-LAN.

The intuitive user interfaces offer a maximum of convenience for the user in his own language.

2.3 The basic components of DAKS

DAKS normally consists of:

- the DAKS server
- a backend server with DAKS-TTDbServer, DAKS-TTProcessServer, and, if needed, the Administrator- and Operator-Tool
- additional Windows computers with the Administrator-Tool and/or the Operator-Tool

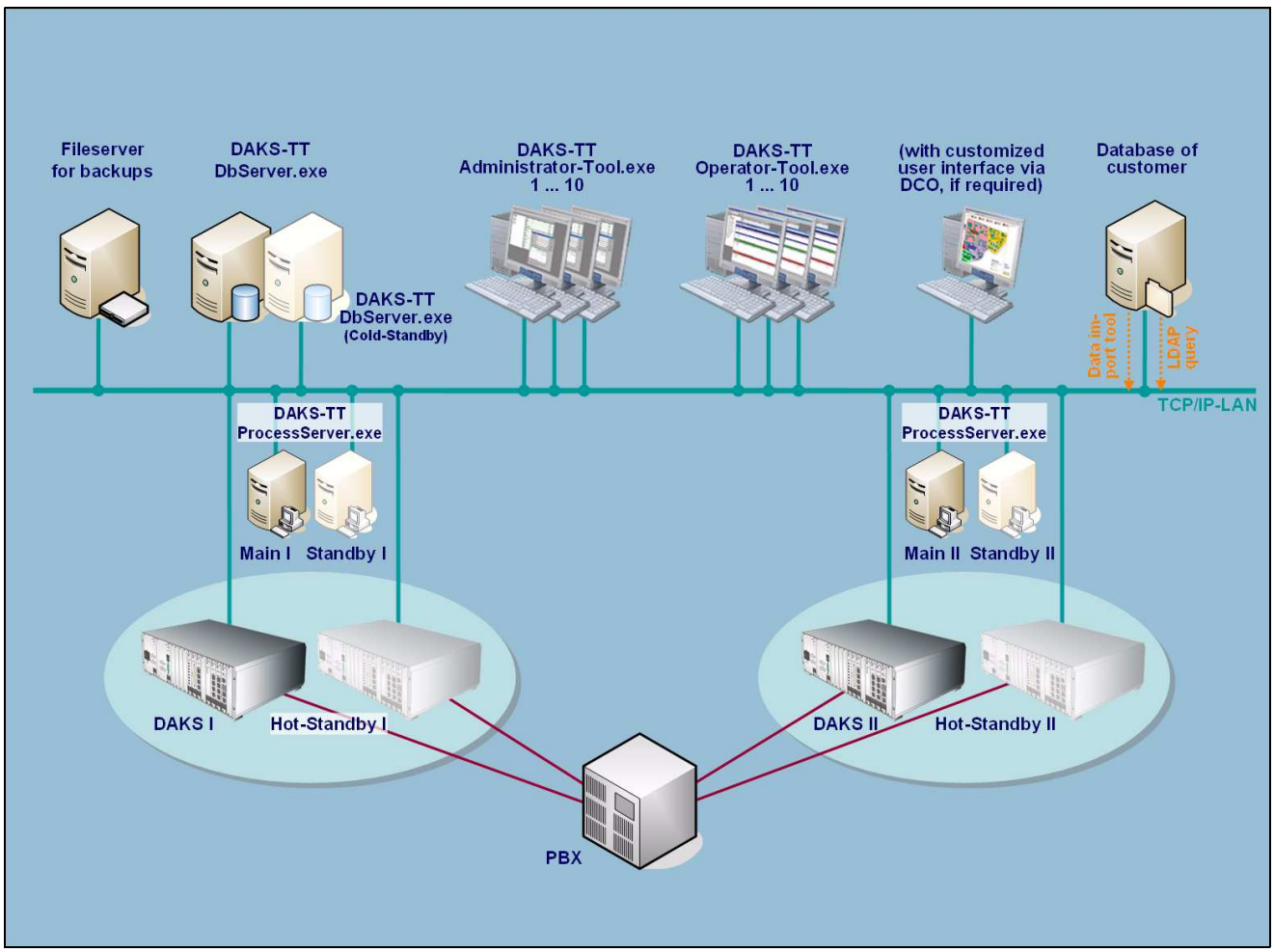


Image 2-2 System topology of 'Classic DAKS'

The Administrator- and the Operator-Tool can also operate on one PC together with the DAKS-TTDbServer and the DAKS-TTProcessServer (single-user operation).

2.3.1 DAKS server

The DAKS servers are the key components of the entire systems and have the following features:

- Shielded 3 HU subrack in 19" technology, as table-top or rack solution.
- Low-power design, without hard drive or fan, for 400,000 h MTBF.
- Connection to any TDM or VoIP PBX center (n) just like a subsystem with own dial plan, with
  - 4, 8, 23, 30, 46, 60,... 480 ISDN channels (2 or 4 x S_0, 1 to 16 x E_1(=S_{2M})/T_1) and maximum maximum efficiency in the CorNet network
    (D-channel protocol CorNet-NQ in HiPath networks, and between the DAKS server and HiPath)
  - 4, 8, 23, 30, 46 or 60 (as of 2009: up to 480) VoIP channels (1...4 x Gigabit Ethernet), with user-friendly integration via SIP or SIP-Q

DAKS operates like a node in the CorNet network. Throughout the entire network, this means that DAKS has access to the same features that are also available network-wide.

- Integrated conference-capable crossbar or matrix switch to realize the entire communications and transmission processes.
- A proprietary DTMF reception channel for every subscriber
- Digital long-term Flash memory voice memory for current or prepared announcements:
  - maintenance-free and protected against loss of power (no hard disk, no RAM with battery)
  - a maximum of 120 minutes total capacity, organized in up to 1,000 general announcements
  - a proprietary channel for recording and playback for every subscriber (i.e. max. 480)
- High degree of reliability and availability:
  - Failure-safe and, if needed, redundant power supply from 48V DC, or 115/240 V AC, also mixed
  - storage of all data and stationary voice announcements in maintenance-free, nonvolatile semiconductor memory (Flash- EPROMs)
  - operational readiness even after temporary loss of power and without activated DAKS-TTDbServer or DAKS-TTProcessServer (at least breakdown mode)
- Various expansion possibilities:
  - 32 optocoupler inputs
  - up to 704 activated and distributed switch inputs connected via Profibus DP technology
  - up to 16 optocoupler outputs + 1 relay output

- input and output coupling of audio signals (8 x IN, 8 x OUT)
- system printer connected via USB, with printout through a DAKS-internal spooler
- separate DCF-77 receiver (radio clock)
- up to 8 serial data interfaces (RS 232 or RS 422 and RS 485, electrically isolated) to higher-level trigger systems
- analog or digital line modem or GSM modem to send SMS messages to GSM subscribers or public pagers
- LAN interface for configuration and administration, and to higher-level trigger systems

2.3.2 The hardware for DAKS-TTDbServer, DAKS-TTProcessServer, Administrator- and Operator-Tool

The hardware for DAKS-TTDbServer and DAKS-TTProcessServer

The backend server - with the DAKS-TTDbServer (database software) and the DAKS-TTProcessServer (process control) - is connected to the DAKS server via LAN connection.

The Administrator- and the Operator-Tool can be installed on the same PC that is used for DAKS-TTDbServer and DAKS-TTProcessServer.

Hardware for the Administrator- and Operator-Tool

Additional Windows PCs can be equipped with the corresponding software for Administrators and Operators. The Administrator-Tool is configured to connect with DAKS-TTDbServer via LAN. The Operator-Tool is configured to connect to DAKS-TTProcessServer via LAN, with DAKS-TTProcessServer connected to the DAKS server. In this way, several Administrators and Operators can access the same data and control applications on the DAKS servers. If the Administrator- and the Operator-Tool are installed on the same PC together with the DAKS-TTDbServer and the DAKS-TTProcessServer (single-user operation), they communicate with one another through the so-called "Local-Loop", i.e. via the IP address: 127.0.0.1 (= local host). All communication between the Administrator-Tool and the DAKS-TTDbServer, as well as between the Operator-Tool and the DAKS-TTProcessServer, is fully encrypted.

For this purpose, the Administrators or Operators must be assigned the appropriate rights (see DAKS-TT User Manual).

Requirements

- no less than 2 GHz Pentium processor with at least 1 GB RAM
- Windows XP, Windows 7, Windows 2003 Server, Windows 2008 Server
- CD-ROM

3 Operating Instructions for the Administrator-Tool and the Operator-Tool

Overview

This chapter offers general operating instructions for the DAKS-TT Administrator- and Operator-Tool. It also explains the special functions provided by these two tools.

Contents

This chapter covers the following areas:

3.1 Overview of the Administrator- and the Operator-Tool

- 3.1.1 Overview
- 3.1.2 Starting the Administrator-Tool and Operator-Tool

3.2 Layout of the user interface

- 3.2.1 Menu bar
- 3.2.2 Toolbar
- 3.2.3 Status bar
- 3.2.4 The tree view
- 3.2.5 IP addresses of allowed mail servers
- 3.2.6 Layout of windows
- 3.2.7 Types of fields
- 3.2.8 Functions of the mouse

3.3 Define options

3.4 Support of locally connected telephones

- 3.4.1 Set up Local call support
- 3.4.2 Assign Local call support

3.5 Show the system status of the DAKS server

3.6 The Functions of the Administrator-Tool

- 3.6.1 Description of the menu items and buttons of the Administrator-Tool
- 3.6.2 Client-oriented layout
- 3.6.3 Online/Offline mode

3.7 The functions of the Operator-Tool

- 3.7.1 Description of the menu items and buttons of the Operator-Tool
- 3.7.2 Hint bars in the DAKS-TT Operator-Tool

3.8 Joker access

3.8.1 Set up the Joker accesses
3.8.2 Modify the simulated substitute dialing of a Joker access
3.8.3 Use a Joker access

3.9 Configuration over the phone

3.9.1 Activate/deactivate the Hot Standby mode
3.9.2 Restart the DAKS server via speed dial
3.9.3 Transparent mode via emergency response host computer
3.9.4 DSAS (DAKS Smartphone Access Service)
3.9.5 Central GMD-1x DAKS dial-up
3.9.6 ESPA-X process access
3.9.7 Central dial-up for entry of the dialthru code

3.1 Overview of the Administrator- and the Operator-Tool

3.1.1 Overview

As a rule, the Administrator-Tool and the Operator-Tool are identical in structure and largely correspond to the conventions of Windows. Presupposing that every user is sufficiently familiar with the Windows user interface, the below text will not offer any further descriptions on the operation of Windows.

For details on the installation of DAKS-TT software and the operation of the DAKS-TTDbServer or the DAKS-TTProcessServer, please see DAKS-TT Installation Manual.

The Administrator-Tool and the Operator-Tool are either connected to the DAKS-TTDbServer or the DAKS-TTProcessServer (both backend servers) via a LAN connection (DAKS-TT Installation Manual), or installed together with DAKS-TTDbServer and DAKS-TTProcessServer on the same PC (single user operation).

Up to ten Administrator- and Operator-Tools each can be connected at the same time to DAKS-TTDbServer or DAKS-TTProcessServer.

The Operator-Tool can only be started if the connection between DAKS-TTProcessServer and the DAKS server is "online".

The Administrator-Tool can also be used "offline". However, changes will only become effective when a connection is established to the DAKS server and only after the DAKS server has been reinitialized. This is normally performed automatically, but can also be carried out by hand(DAKS-TT Installation Manual).

Administrator-Tool

The following tasks can be carried out with the Administrator-Tool:

- Create and administrate subscribers
- Create and administrate announcements
- Create and administrate clients
- Create and administrate applications
- Administrate parameters (basic settings)
- View and printout database overview
- Direct access of the Operator-Tool without renewed login

Operator-Tool

The following tasks can be carried out with the Operator-Tool:

- Activate, deactivate and switch the Info Telephone
- Convene and moderate conferences
- Launch and monitor broadcasts
- Launch and monitor scenarios
- View and printout protocols
- Administrate options for the Operator-Tool
- Direct access of the Administrator-Tool without renewed login

3.1.2 Starting the Administrator-Tool and Operator-Tool

The Administrator-Tool and the Operator-Tool are started in the same way. If one of these tools has already been started, the other can be opened directly with a click on the respective button, e. g. the Operator-Tool can be started from the Administrator-Tool (Section 3.3, "Define options") with no renewed login necessary. To do so, however, the Administrator must also be assigned the Operator rights and a PIN (Section 7.5.1, "Operator rights").

To logon to the Administrator-Tool, at least one connection must be set up to DAKS-TTDbServer. To log on to the Operator-Tool, at least one connection must be set up to the DAKS-TTProcessServer. Also, the DAKS-TTProcessServer must be connected with a DAKS server (DAKS-TT Installation Manual).

Follow the below instructions to start the Administrator or Operator-Tool::

No.	Step	Window/Result
1.	Open the Administrator-Tool or the Operator-Tool via the corresponding entry in the "tetronik ▸ DAKS-TT“ program group.	The login window is opened. **NOTE**: The login window is always in English!
2.	In the "DAKS-TT database" selection field, select the DAKS-TTDbServer or DAKS-TTProcessServer you want to log on. Enter your user identification code ("User") and your password ("Password").	
3.	Click **OK**.	The Administrator-Tool or the Operator-Tool is started.

Table 3-1 Starting the Administrator-Tool and Operator-Tool

3.2 Layout of the user interface

The layout of the user interface is based on the Microsoft Windows® Explorer, and, as a matter of principle, the same for the Administrator- and Operator-Tool. The below picture offers an overview.

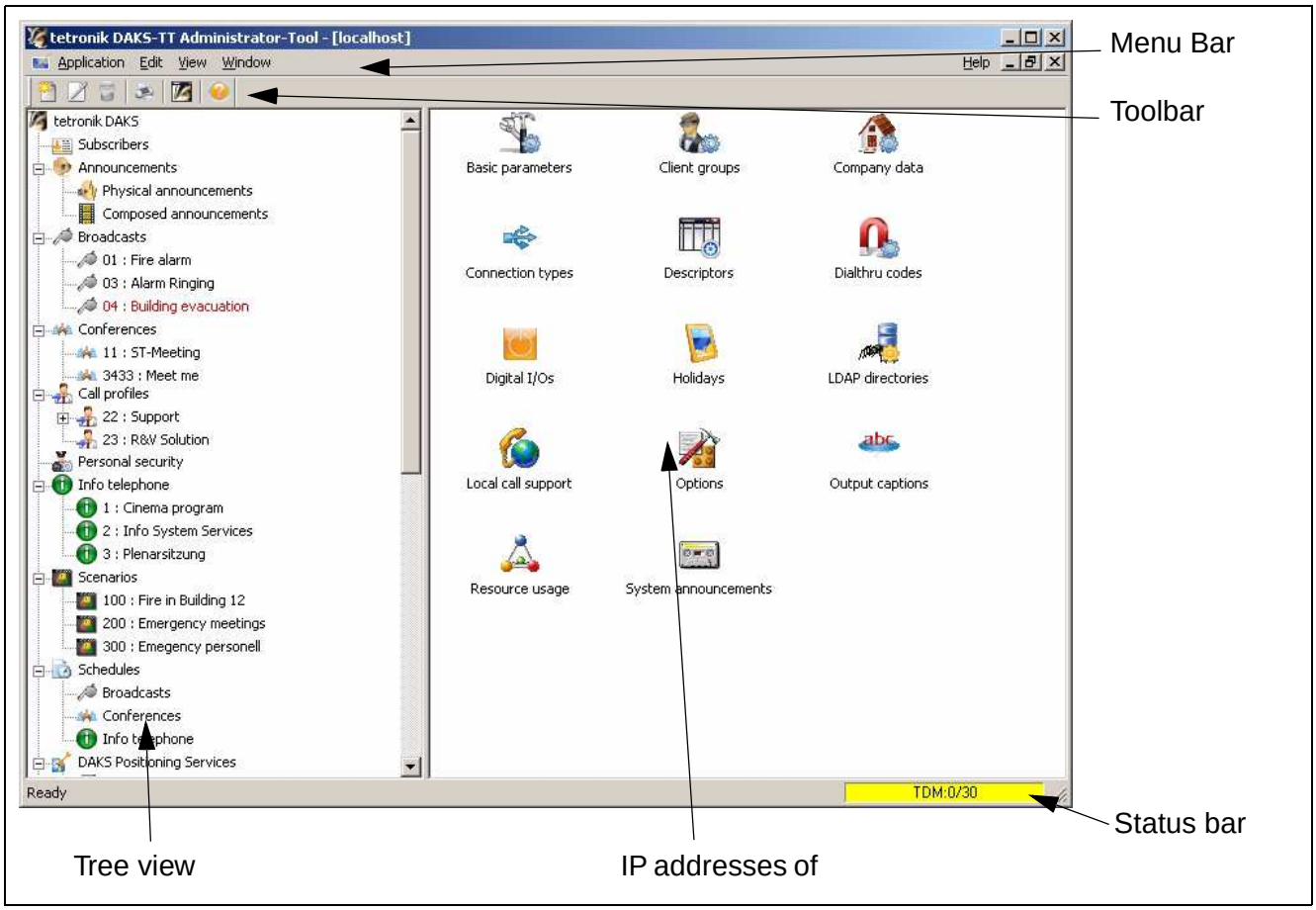


Image 3-1 Layout of the user interface of the Administrator- and Operator-Tool

3.2.1 Menu bar

The pull-down menus to reach the individual functions of the Administrator- and the Operator-Tool are located in the menu bar.

For a description of the different menus and menu items please see Section 3.6, "The Functions of the Administrator-Tool" and Section 3.7, "The functions of the Operator-Tool".

All menu commands that carry additional user dialogs are followed by 3 dots (e.g. "New...").

Some menu commands can also be reached through keyboard shortcuts (e.g. 'F8' to 'Open Operator-Tool').

3.2.2 Toolbar

Use the toolbar buttons to activate the functions of the Administrator- and Operator-Tool directly via mouse click. The buttons represent functions that can also be reached through the matching menu items (Section 3.6, "The Functions of the Administrator-Tool" and Section 3.7, "The functions of the Operator-Tool").

3.2.3 Status bar

The right area of the status bar lists the number of DAKS server channels that are occupied and the total number of channels that are still open (<*occupied*>/<available>). The Administrator-Tool and Operator-Tool can also be configured to output "Online/Offline" only (Section 3.3, "Define options").
If the DAKS server signals a yellow or red alert, this field will also be highlighted in yellow or red and carry the matching "Yellow Alert" or a "Red Alert" text. In addition, sound sequences can be created that will resound via computer loudspeakers if the pertinent alarm is received (Section 3.3, "Define options").
Provided "Offline" is not selected here, a double-click on this area will open a new window to indicate the system status of the DAKS server that is currently connected (Section 3.5, "Show the system status of the DAKS server").

Additionally the text in the right area of the status bar is displayed in different colors. The following list describes the meaning of each possible color:

- Green: Link to DAKS is up and running, no further status
- Dark yellow: Automatic initialisation of DAKS server in progress
- Orange: Manually forced initialisation of DAKS server in progress
- Brown: Queue contains data that still needs to be transmitted
- Dark green: Current transmission of WAV data of an announcement
- Red: Link to DAKS server is down

3.2.4 The tree view

The subscribers, announcements, applications and DAKS parameters are arranged in a clear structure in the tree view. Entries that contain subentries can be opened with the "**+**" symbol and closed with the "**–**" symbol. In this way you can e.g. unfold the "Broadcasts" entry and directly see which broadcasts have already been created. When you select an entry in the tree structure its subentries are, if available, automatically output in the list view. For example, if you select a certain broadcast, the assigned broadcast members will be output in the list window.

The tree view can also be grouped according to client groups or client levels (Section 3.6.2, "Client-oriented layout").

3.2.5 IP addresses of allowed mail servers

As a rule, the details output in the list view always correspond to the entry that is currently selected in the tree structure. For example, if "Subscribers" is selected in the tree view, all subscribers are listed in the list window. Here, the list layout and the selection of the columns that are shown can be customized (Section 3.3, "Define options").

Change the sequence of the columns

You can also easily change the column order to best meet the own requirements.

Proceed as described below:

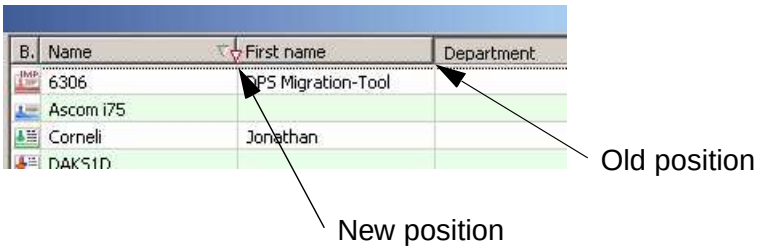
No.	Step
1.	Make a left mouse key click the column header and keep it pressed.
2.	Move the column header to the new position. The new position is indicated with a small arrow: 
3.	Release the mouse key. The column is shifted.

Table 3-2 Change the sequence of the columns

Sorting the list

The list is sorted in the same way as you sort in other Windows programs, namely by making as single mouse click into the column header. Every further mouse click into the same header will sort the entries of this column, alternating between ascending and descending order.

3.2.6 Layout of windows

In the Administrator-Tool user windows are used to create, administrate and configure applications, announcements and subscribers. In the Operator-Tool user windows are used to the launch, monitor and control the different applications, output the settings and select from the various options.

The windows are arranged according to specific requirements and are described in detail in the respective chapters of this manual. The basic layout of the window is always the same.

The following graphic shows the basic layout of the windows:

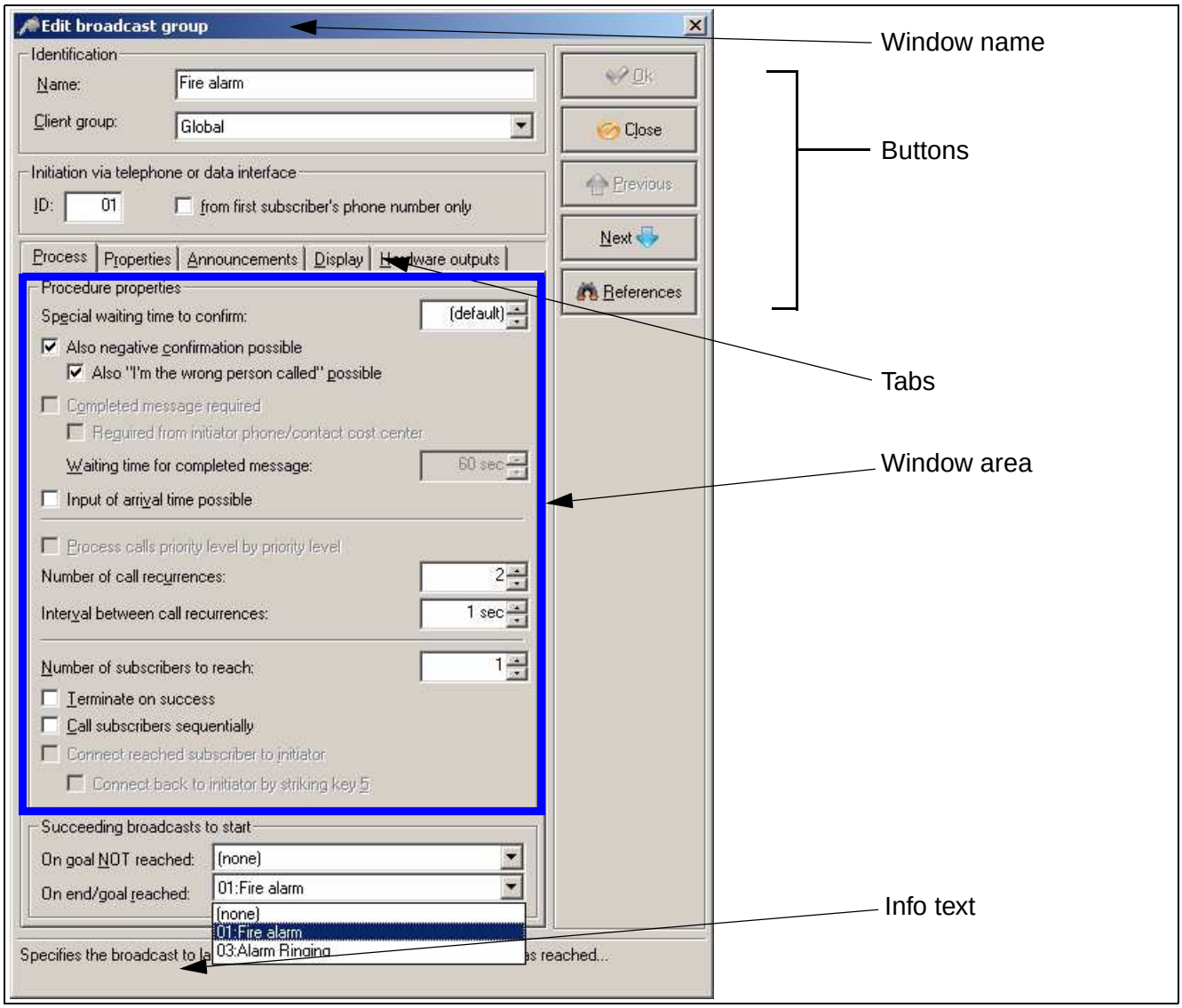


Image 3-2 Basic layout of windows

Window name

The name of the window is shown in the header. In this manual, the names of windows are listed in quotation marks, e. g. "Edit broadcast group“.

Tabs

For a better and more user-friendly overview, intricate windows have been broken down using tabs.

Tabs can be activated by:

- clicking directly on the name of the tab,
- simultaneous pressing of the Alt + TAB key (next tab), or
- pressing the Alt, SHIFT and TAB keys at the same time (previous tab).

Tab names in this manual are shown in quotation marks, e. g. "Process" tab.

Window areas

Fields that belong together by logic are grouped into window areas. Window areas are demarcated by a narrow frame. All names of window areas in this manual are placed in quotation marks, e. g. "Follow-up broadcasts for start".

Info text

Brief information for the field in which the cursor is currently located.

Buttons

Buttons are used to trigger commands and actions. The individual buttons are contingent on the windows.

A button can be activated:

- By making a mouse click on that button
- By pressing the Alt key, keeping it pressed and then pressing the letter that is underlined in the name of the button(e. g. Alt + p for **Previous**). Note that the letters that are underlined will only appear after the Alt key is pressed for the first time.
- By putting the focus on the button (press the TAB key or the SHIFT+TAB keys repeatedly) and then using the space bar or the RETURN key.
  You can also use the TAB to jump sequentially to all buttons and fields.

The following table shows all standard buttons together with an explanation of the function. Special buttons that are used for the moderation of conferences, for example, are described in the respective chapter.

Button	Description
	Saves the changes made in the current window. This button is only active if changes have been made and the corresponding rights have been assigned.
	Closes the current window without saving. This button is only shown if no changes have yet been made.
	Closes the current window without saving the changes. This button is only shown if changes have already been made.
	Scrolls back one position within the current list. Hence, if the "Edit subscribers" window is open for example, you can scroll through the subscriber list without having to open and close the window again for each subscriber.
	Same as **Previous**, but scrolls forward in the list.
	If references to other objects exist, they can be shown directly in a separate window. For example, while a broadcast group is edited, its subscribers and assigned announcements can be shown directly, opened for editing, or deleted.
	This button is positioned next to the selection fields for announcements. A context menu will open when this button is clicked. In this way you can for example, depending on the settings of the current window, administrate or hear Wave files that are already stored in the database (Section 6.4.2, "Create and administrate wave files for physical announcements").
	This key is positioned next to display fields (e. g. the name of a subscriber). Click this button to jump directly to the "real" entry, for example the entry in the subscriber mask.

Table 3-3 Overview of the standard buttons

Button	Description
	This button is positioned next to input fields for email addresses. If you click this button, an empty email with the recipient address entered into the input field will automatically be created for you.
	Status buttons are selection fields (see below) with a different layout. When marked they are highlighted in color, otherwise they are in gray.

Table 3-3 Overview of the standard buttons

3.2.7 Types of fields

DAKS provides a series of windows with corresponding fields for the configuration and for the creation and maintenance of subscribers, announcements and applications.

Fields can be reached:

- By making a mouse click in the field
- By pressing the Alt key, keeping it pressed and then pressing the letter that is underlined in the name of the field (e.g. Alt + i for **ID**). Note that the letters that are underlined will only appear after the Alt key is pressed for the first time.
- By putting the focus on the field (press the TAB key or the SHIFT+TAB keys repeatedly) and then using the space bar or the RETURN key.
  You can also use the TAB to jump sequentially to all buttons and fields.

For more detailed descriptions of the fields and for efficient entry models please refer to the individual chapters in this manual. This section provides an overview of the types of fields. The following graphic shows the different types of fields:

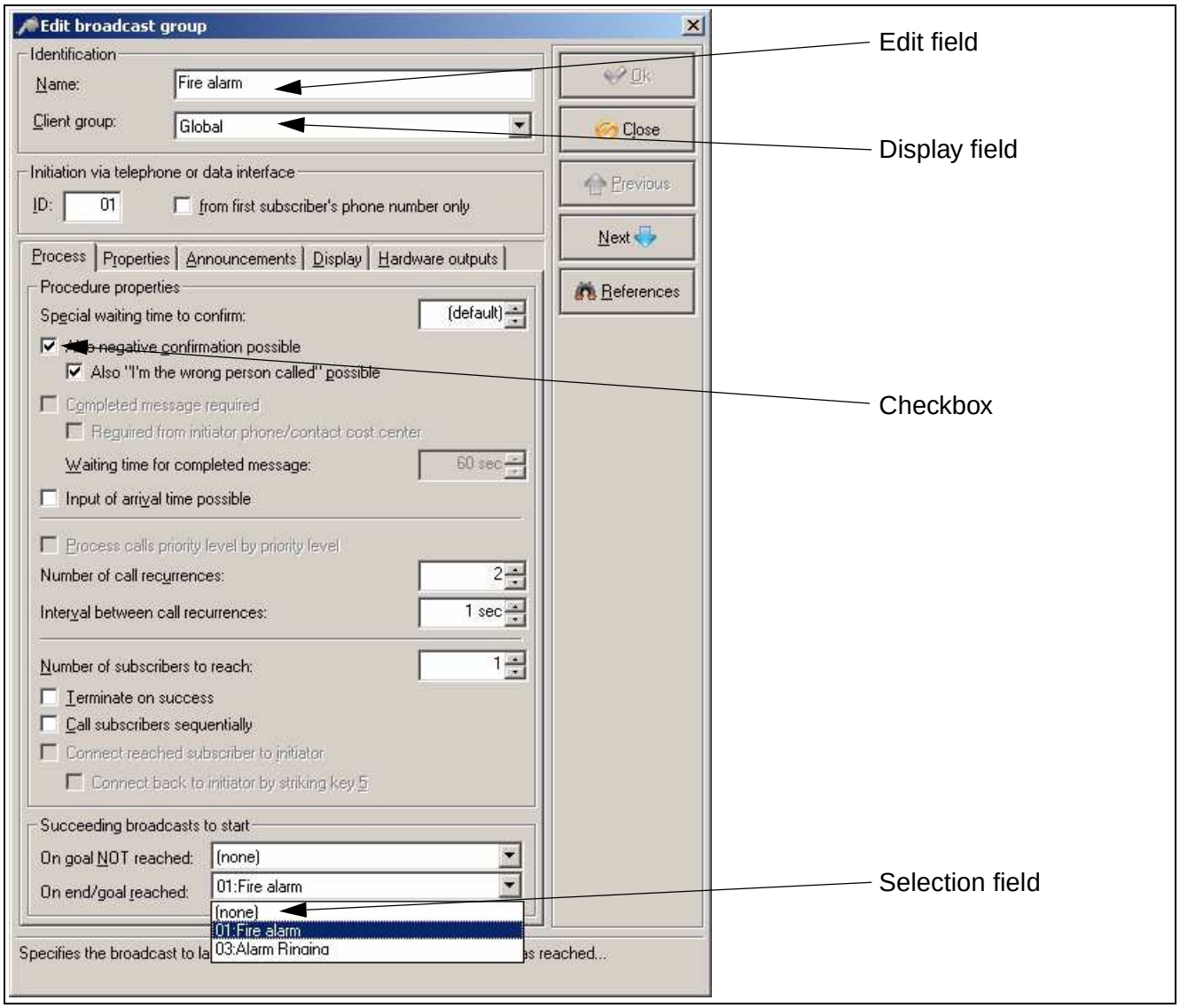


Image 3-3 Types of fields

Types of fields

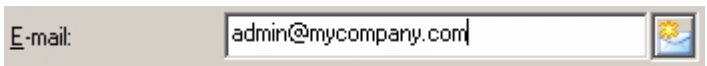
Field type	Example and explanation
Display field	 Display of information that cannot be changed.
Edit field	 Free format input field for letters and numerals. Usually the length is limited.
Numerical input field	 Free format input field for numbers that can also be used to replace certain values with texts or to display units (e.g. sec.). You can enter the values either numerically, or click the buttons or , or press the arrow keys (up/down) to browse the value range until you reach the wanted value.
Email input field	 Free format input field for email addresses with a length limited to 50 characters. The entry appears in red until it is correct, i.e. when it contains no more than one @ and has at least one dot after the @, and when it does not end with a dot. The associated button only becomes active when the input field has an entry of the correct form.
IP input field	 Free format input field for TCP/IP addresses. The field is split into four separate segments, separated by dots. Each segment can accept values between 0 and 255. You can also jump between the segments as follows: • forwards by pressing the dot key, or • forwards and backwards by pressing the arrow keys (left/right)

Table 3-4 Types of fields

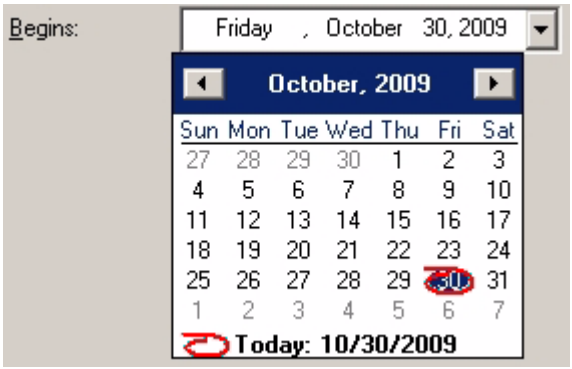
Field type	Example and explanation
Date input/selection field	 Date input/selection fields provide a convenient way of selecting a date. The field is divided into 3 input segments: • Day, • Month and • Year. You can jump between the segments with and. Even if the month appears here written out in full, you can enter the month numerically; the field enters the name of the month by itself.
Time input field	 Time input fields provide a convenient way of setting a time. The field is divided into 2 to 3 input segments: • Hour, • Minutes and • Seconds if necessary. You can jump between the segments with the arrow keys (left/right). Within a segment, you can enter the values either numerically or by clicking the buttons or, or by pressing the arrow keys (up/down) to run through the value range until you reach the desired value.

Table 3-4 Types of fields

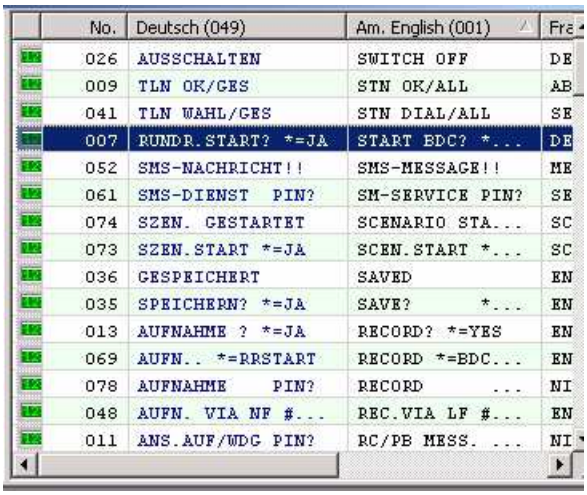
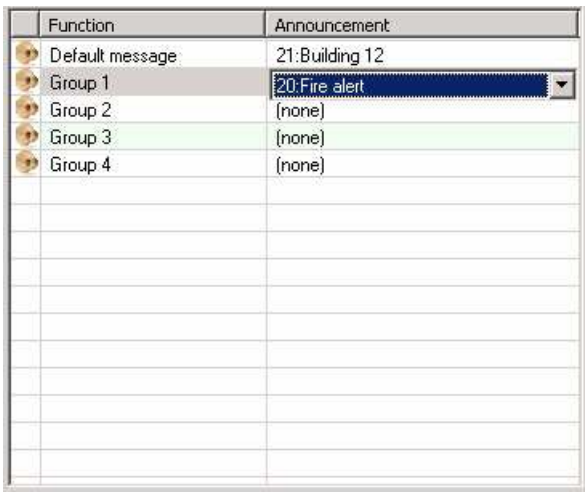
Field type	Example and explanation
List field (table)	In some windows, list entries also appear as fields. There are two types of fields in list windows: • Input field:  • Selection field (drop-down list):  To edit a list entry, double-click on the corresponding cell of the entry or, using the right mouse key, click in the cell and then select an action in the context menu.

Table 3-4 Types of fields

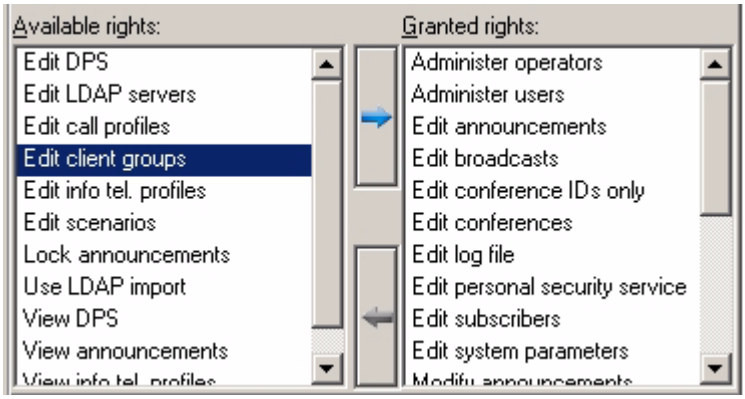
Field type	Example and explanation
Selection field (list)	 Selection fields show the possible entries in a list. The entries can only be selected, they cannot be changed. In some windows, only one entry is possible; in other windows, it is possible to select several entries at the same time. To select several entries at the same time, you can • select a range by clicking on the first entry (from) and, keeping the SHIFT key pressed, click on the last entry (to) (the entire selected range is highlighted), or • select the entries in single steps by keeping the CTRL key pressed and clicking individually on the desired entries. A combination is also possible, e.g. by first selecting a range and then selecting entries in single steps. If two selection fields are next to one another in a list form, you can move or copy entries from one field into the other field by: • double-clicking on the individual entries, or • selecting several entries and then clicking on the corresponding button to move them.
Selection field (drop-down list)	 Selection fields in list form show the possible entries in a list. The entries can only be selected, they cannot be changed.

Table 3-4 Types of fields

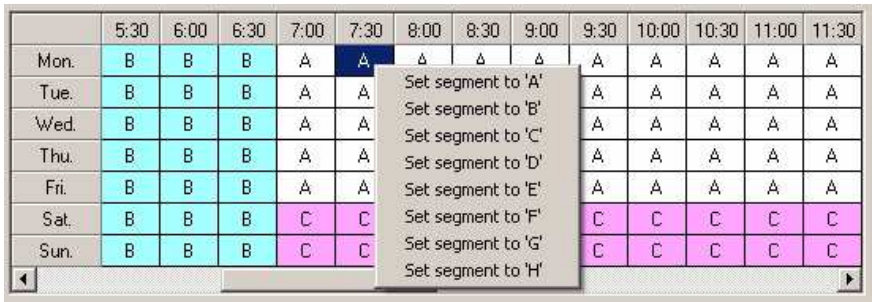
Field type	Example and explanation
Selection field (options)	 Selection fields in the form of radio buttons usually provide just a few options. You can only ever select one of the specified options.
Selection field (table)	 Selection fields can also be combined into tables. The lists of values will vary depending on the window. Select a single entry by making a mouse click on the respective entry. Select a range of entries by marking the first entry with the left mouse key and keep the key pressed until you have selected the desired range by moving the mouse. Select the values by: • pressing the corresponding letter key, or • clicking with the right mouse key on the selected range and then choosing the respective action in the context menu.
Checkbox	 Checkboxes can be marked to activate a specific function, or to get a specific response from DAKS. The checkboxes are marked with a mouse click. Checkboxes sometimes have additional subordinate checkboxes that only become active after the higher-level checkbox has been marked.

Table 3-4 Types of fields

Field type	Example and explanation
Checkbox (list)	 Checkboxes can also be combined in lists. Mark the entries to activate the corresponding function. The entries are selected by clicking on the checkbox or by pressing the space bar. To mark several entries in one go or remove this marking again, highlight the pertinent entries in the list area and then make a click on the checkbox of one of the selected entries, or press the space bar.

Table 3-4 Types of fields

3.2.8 Functions of the mouse

The functions of the mouse are largely Windows-compliant. The Administrator and the Operator-Tools also have some additional functions that are described in the following section.

The left mouse key

- **Drag & Drop with the left mouse key**
  Entries in the tree/list view can be moved, copied or linked by dragging them with the left mouse key. In this way you can, for example, move subscribers from the subscriber list directly to a broadcast or client group.

The right mouse key

- **Drag & Drop with the right mouse key**
  Entries in the tree/list view can be moved, copied, or linked by "Dragging" them with the right mouse key. The function is the same as for moving with the left mouse key; however, just like in the Windows® Explorer, when the mouse key is released, a context menu will pop up to select the proper function. Here, the action that is the most obvious will appear in bold.

- **Context menu**
  Make a right mouse click on an element or a list field to open the respective context menu depending on the currently open window or list. Usually, this enables you to reach functions that can also be reached with the pull-down menus or buttons (e. g. "New", "Edit", "View", etc.) much faster. In addition, you will also be offered functions that are only available in the current context as it is only there that they make sense.
  Listed below are a few examples:
  – Playback of database Wave file (Announcements tab and lists)
  – Transfer selected Wave files (Announcements list)
  – Receive selected announcements (Announcement list)
  – Set selected entries to default (in Parameters)
  – Set all entries to default (in Parameters)
  – Edit cells (for entries that are edited directly in lists)
  – Set cell(s) to default (i.e. to reset marked list entries)
  – Set all entries to default (i.e. to reset all entries of the current list)
  – Call subscribers or group members via "Local call"
  – Use the DAKS Positioning Services to "Create DPS-view import files"

3.3 Define options

Various options for the display and presentation of lists can be adapted for the Administrator-Tool and the Operator-Tool. Also, the file paths can be entered to start the Operator-Tool directly from the Administrator-Tool and vice versa.

Follow the instructions below to lay down the options:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Options". This will open the window "Edit options“.
3.	Now enter the settings in keeping with the field descriptions.
4.	Click **Ok** to save your entries.

Table 3-5 Define options

Description of the fields in the "Edit options" window

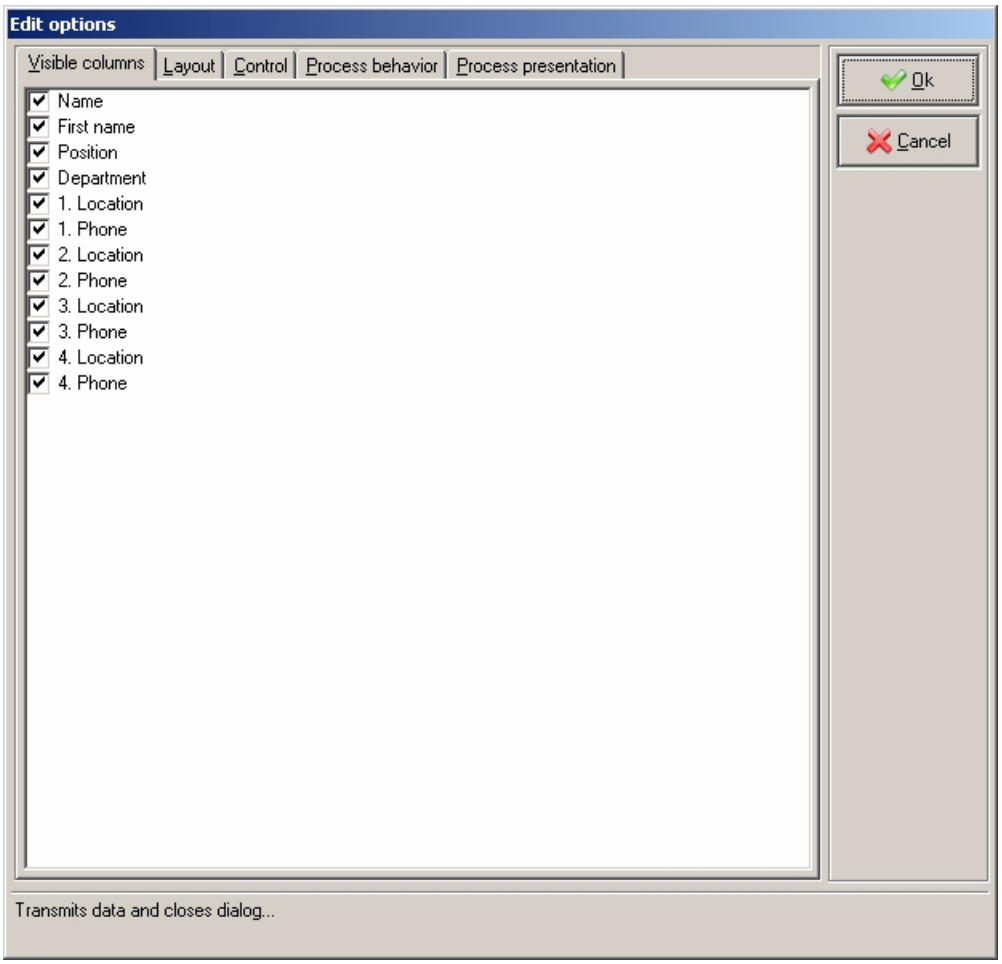
Field	Description
Tab "Visible columns" 	
Overview of the list columns	The entries made here form the columns of the list layout. For a clearer layout, remove the columns that are not required.

Table 3-6 Description of the fields in the "Edit options" window

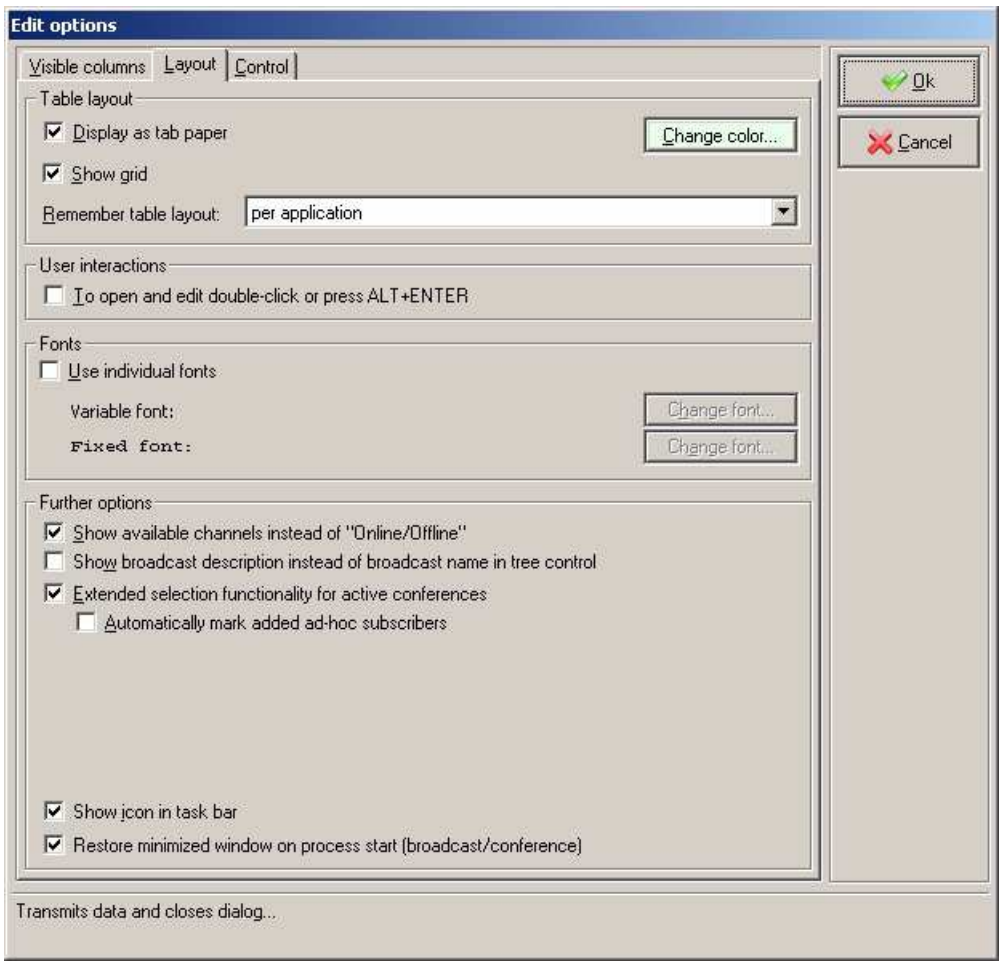
Field	Description
Tab "Layout"	
	
Window area "Table layout"	
Display as tab paper	If you select this checkbox, the individual table rows will alternate in white and color. The color can be changed by clicking on **Change color**.... A dialog appears for selecting the desired color.
Show grid	If this checkbox is selected the rows and columns of a table will be separated by lines.

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
Remember table layout	This selection field specifies how the program remembers the last selected layout (column width, sequence and sorting). It is stored as follows: • "(do not save)" has the effect that when the table is reopened, it is shown in the default layout. • "per entry" has the effect that when an entry is reopened, the table is output with the layout that was selected last. • "per application" same as "per entry", but changing the layout of an entry also affects all other entries of the same type within the application.
Window area "User interactions"	
To open and edit double-click or press return key	A double-click on an entry that is output both on the right of the list layout and on the left in the tree view, usually leads to the selection of that entry in the tree layout and to the output of its subentries in the list. If this checkbox is selected all entries of this kind can be double-clicked and opened for editing.
"Fonts" window area You can customize the fonts of the application here. This is worthwhile if your PC has high graphic resolution and a larger or easier to read font is required in the Administrator-Tool or Operator-Tool (e. g. for someone who is visually impaired).	
Use individual fonts	If you select this checkbox the fonts selected under "Proportional font" and "Fixed pitch font" are used.
Proportional font 	This button opens a user window to select the "Variable font" (no uniform letter width). This button is only active if the "Use individual fonts" box is checked.
Fixed pitch font 	This button opens a user window to set the "Fixed font" (same letter width). This button is only active if the "Use individual fonts" box is checked.
Window area "Further options"	
Show available channels instead of "Online/Offline"	If you select this checkbox the number of available channels according to the "used/total" categories is shown on the right side of the status line of the Administrator-Tool and the Operator-Tool, e. g.2/6. If this box is not checked, only "Online" or "Offline" will be indicated. Online: DAKS-TTProcessServer is connected with the DAKS server. Online: DAKS-TTProcessServer is not connected with the DAKS server(Section 3.6.3, "Online/Offline mode").

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
Extended selection functionality for active conferences	This field only appears in the Operator-Tool. If this field is ticked, the entries shown in the active conference window can be selected/deselected by clicking them repeatedly, without needing to keep the CTRL or SHIFT key pressed at the same time.
Conferees that are added ad hoc are highlighted automatically.	This field only appears in the Operator-Tool. If this box is checked, subscribers that are added to a conference ad hoc are selected automatically after they are included.
Show icon in the task list	This field only appears in the Operator-Tool. If this box is ticked the Operator Tool will appear in form of an icon in the lower right corner of the task bar. Started processes are reported in form of a speech bubble.
Restore minimized window on process start (broadcast/conference)	This field only appears in the Operator-Tool. If this box is ticked and the Operator-Tool is minimized or covered by another window, the system will restore the Operator-Tool and automatically move it to the front.

Table 3-6 Description of the fields in the "Edit options" window

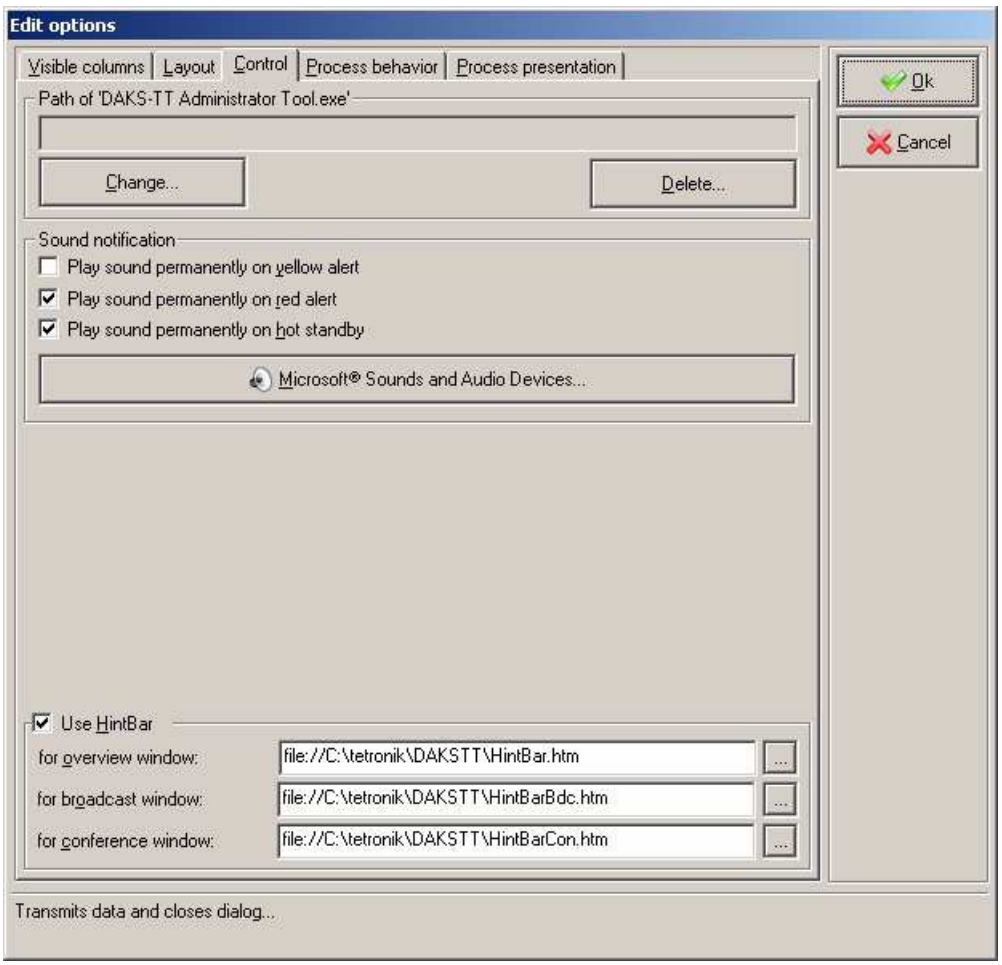
Field	Description
Tab "Control"	
	
Window area "Path of DAKS-TT Operator-Tool.exe" or "Path of DAKS-TT Administrator-Tool.exe"	
Path to file	Display field with the file path of the Operator-Tool or the Administrator-Tool. Once the correct path is output at this place, you can start the Operator-Tool from the Administrator-Tool by clicking , or you can start the Administrator-Tool from the Operator-Tool by clicking .
Edit...	Click this button to open a dialog window to change the file path of the Operator- or Administrator-Tool. To enter a new path, the Administrator must be a member of the "global" client group. For security reasons the system will ask for the password of the Administrator who is logged on.

Table 3-6 Description of the fields in the "Edit options" window

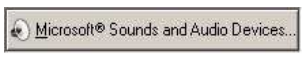
Field	Description
	This button for deleting the file path of the Operator-Tool or the Administrator-Tool. Before the path is deleted the system will send a security prompt and request confirmation.
Window area "Sound notification“	
Play sound permanently on yellow alert	If this field is checked, a predetermined sound will permanently be repeated for yellow alerts as long as the DAKS server has this status.
Play sound permanently on red alert	If this field is checked, a predetermined sound will permanently be repeated for red alerts as long as the DAKS server has this status.
	Button to open the window "Properties of sounds and audio devices“. Use the section "tetronik DAKS-TT“ of the window area "Program events" to specify which sounds shall be played for what events (e.g. red alarm).
Use Hint Bar	If this field is checked, you can dock a Hint Bar to the Overview-, Broadcast Process- and Conference Process window with short info texts explaining how to use these windows.
For the Overview Window	Input field to enter the path of the HTML file that is output in the hint bar of the Overview window. To select a file in a dialog click the button: . For a detailed description of the HTML file please see Section 3.7.2, "Hint bars in the DAKS-TT Operator-Tool". This field is only output in the DAKS-TT Operator-Tool.
For the Broadcast Window	Input field to enter the path of the HTML file that is output in the hint bar of the Broadcast window. To select a file in a dialog click the button: . For a detailed description of the HTML file please see Section 3.7.2, "Hint bars in the DAKS-TT Operator-Tool". This field is only output in the DAKS-TT Operator-Tool.
For the Conference Window	Input field to enter the path of the HTML file that is output in the hint bar of the Conference Window. To select a file in a dialog click the button: . For a detailed description of the HTML file please see Section 3.7.2, "Hint bars in the DAKS-TT Operator-Tool". This field is only output in the DAKS-TT Operator-Tool.

Table 3-6 Description of the fields in the "Edit options" window

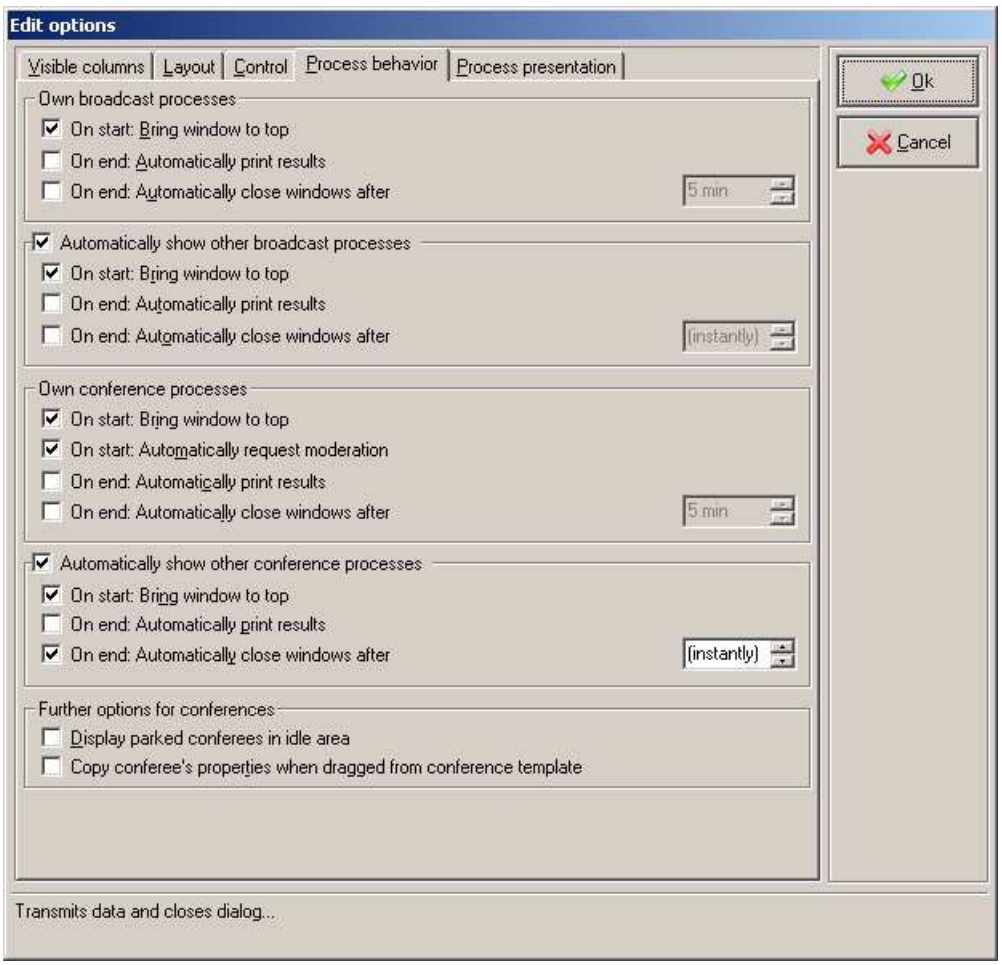
Field	Description
Tab "Process behavior" (only visible in DAKS-TT Operator-Tool) 	
Window area "Own Broadcast processes“	
On start: Bring window to top	If this field is checked, windows of broadcasts that are started by the user who is currently logged on will automatically be brought to the top as soon as the broadcasts start . If this field is not checked, the window may be hidden behind other windows.
On end: Automatically print results	If this field is checked, the printing of the broadcast protocol that logs all broadcasts that were initiated by the user who is currently logged on is automatically triggered when the broadcasts end.

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
On end: Automatically close window after	If this field is checked, windows of broadcasts that were started by the user who is currently logged on will close automatically after the broadcasts end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Automatically show other broadcast processes	If this field is checked, the windows of broadcasts that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically output.
On start: Bring window to top	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the windows of broadcasts that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically brought to the top at the broadcast start. If this field is not checked, the window may be hidden behind other windows.
On end: Automatically print results	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the printing of the broadcast protocol logging broadcasts that were initiated in other ways (e.g. over the phone, via input contact etc.) will automatically be triggered as soon those broadcasts end.
On end: Automatically close window after	This field is not active unless the field "Automatically show other broadcast processes" is ticked. If this field is checked, the windows of broadcasts that were started extraneously (e. g. over the phone, input contacts etc.) are automatically closed after the broadcast end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
Window area "Own conference processes"	
On start: Bring window to top	If this field is checked, windows of conferences that are started by the user who is currently logged on will automatically be brought to the top at the conference start . If this field is not checked, the window may be hidden behind other windows.
On start: Automatically request moderation	If this field is checked, moderating for conferences that are started by the user who is currently logged on will be requested automatically at the conference start.
On end: Automatically print results	If this field is checked, the printing of the conference protocol logging all conferences that were initiated by the user who is currently logged on will automatically be triggered as soon these conferences end.
On end: Automatically close window after	If this field is checked, windows of conferences that are started by the user who is currently logged on will close automatically after the conference end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Automatically show other conference processes	If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically output at the conference start.
On start: Bring window to top	This field is not active unless the field "Automatically show other conference processes" is ticked. If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically brought to the top at the conference start. If this field is not checked, the window may be hidden behind other windows.
On end: Automatically print results	This field is not active unless the field "Automatically show other conference processes" is ticked. If this field is checked, the printing of the conference protocol logging for conferences that were initiated differently (e.g. over the phone, via input contact etc.) will automatically be triggered after the conference end.

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
On end: Automatically close window after	This field is not active unless the field "Automatically show other conference processes" is ticked. If this field is checked, the windows of conferences that are started in other ways (e. g. over the phone, via input contacts etc.) are automatically closed after the conference end. Use the matching entry field to specify how long after the process end you want this window to be closed. Note that if this field is not checked, these windows must be closed manually.
Window area "Further options for conferences"	
Display parked conferees in idle area	If this field is not selected, all parked conferees (with no right to speak in the conference nor to follow the conference by listening) will be listed together with the passive conferees with listening rights only and in the medium area ("at active conferees"). If this field is selected, all parked conferees will be listed in the bottom area ("idle conferees"), just like the idle conferees or the conferees that are being called.
Copy conferee's properties when dragged from conference template	If this field is selected and ad hoc conferees are moved with drag&drop from a predefined conference group to the conference that is currently active, the properties of the individual conferees (e.g "Master") originating from their home conference will be added to the currently ongoing conference. If this box is not checked and ad hoc conferees are moved with drag&drop from a predefined conference group to a conference that is currently active, the conferees will be added to the ongoing conference but not have any properties.

Table 3-6 Description of the fields in the "Edit options" window

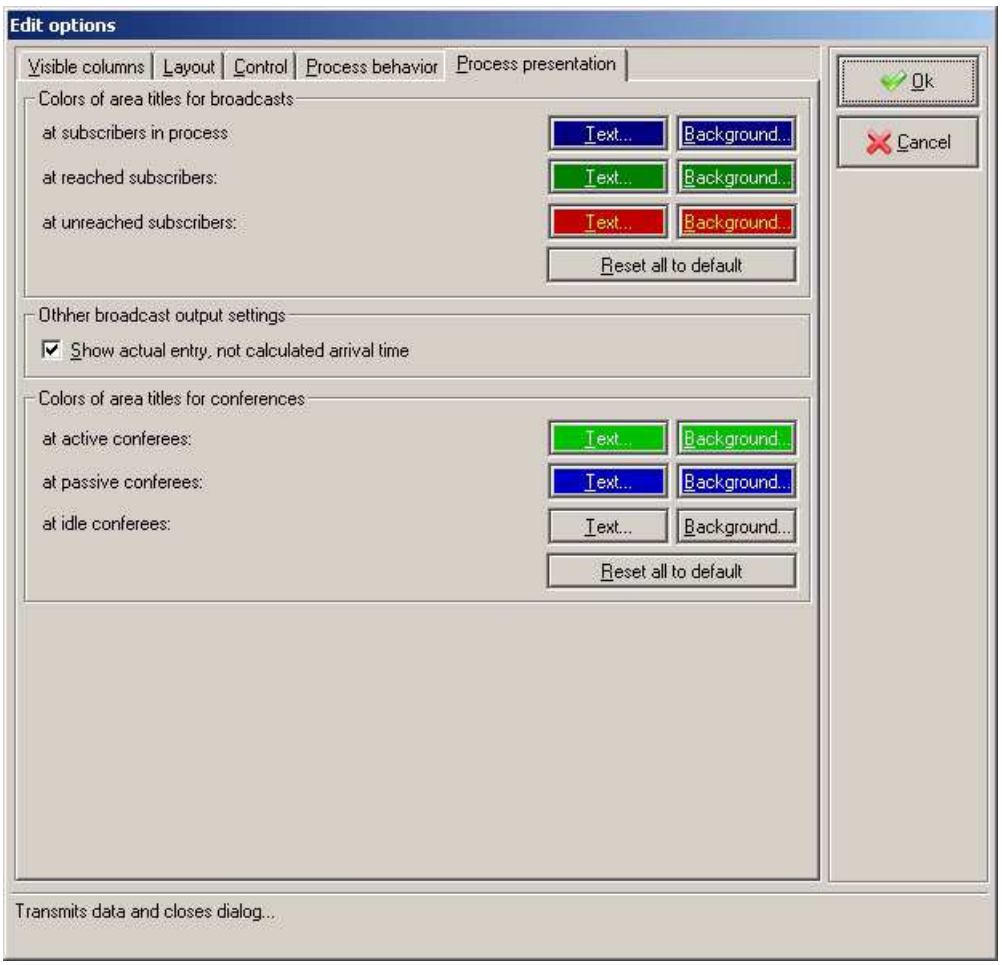
Field	Description
Tab "Process behavior" (appears only in the DAKS-TT Operator-Tool) 	
Window area "Colors of area titles in broadcasts"	
at subscribers in process:	Use the buttons **Text...** and **Background...** to set the colors for the area titles of the area "Subscriber in process" in broadcasts. This will open a user window to select the right color.
at reached subscribers:	Use the buttons **Text...** and **Background...** to select the colors for the area titles of the area "Reached subscribers" in broadcasts. This will open a user window to select the right color.
at unreached subscribers:	Use the buttons **Text...** and **Background...** to select the colors for the area titles of the area "Unreached subscribers" in broadcasts. This will open a user window to select the right color.
Window area "Other broadcast output settings"	

Table 3-6 Description of the fields in the "Edit options" window

Field	Description
Show actual entry, not calculated arrival time	If this box id checked, the system will, for all reached subscribers that are called in a broadcast and for whom the "Entry of arrival time possible" has been enabled, show the actual entry that is made, and not the estimated time of arrival time that is usually calculated as date and time.
Window area "Colors of area titles for conferences"	
at active conferees:	Use the buttons **Text...** and **Background...** to define the colors for the area titles of "at active conferees" in conferences. This will open a user window to select the right color.
at passive conferees:	Use the buttons **Text...** and **Background...** to set the colors for the area titles of "at passive conferees" in conferences. This will open a user window to select the right color.
at idle conferees:	Use the buttons **Text...** and **Background...** to select the colors for the area titles of the area "at idle conferees" in conferences. This will open a user window to select the right color.

Table 3-6 Description of the fields in the "Edit options" window

3.4 Support of locally connected telephones

Both the Administrator-Tool and the Operator-Tool support a number of dial assistant interfaces that can be used to dial call numbers in the database directly from the workstation (and not via the DAKS server). In DAKS-TT this function is referred to as "Local call".

To do so, the PC with the Administrator- or Operator-Tool must either have a so-called soft-phone, or be connected to a telephone via LAN, USB or serial interface.

In addition, all driver devices required to operate the telephone from the PC may need to be installed (for details please contact the manufacturer of the telephone you are using).

Additionally, we recommend that your Administrator tests the function of the Dial Assistant interface (e.g. with the Microsoft program "Dialer" (Dialer.EXE)).

Siemens handsets and HiPath-optiClients are usually connected with the driver software "Siemens Callbridge Collection".

To control locally connected telephones, the Administrator-Tool and/or Operator-Tool support three different connection types:

- Modem commands via a serial interface,
- TAPI 2.1 and
- TAPI 3.0

If possible you should try to control the telephone with TAPI 2.1 as this connection offers the most performance features.

3.4.1 Set up Local call support

Follow the below instructions to set up the function "Local call support":

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double click the entry "Set up Local call support". This will open the window "Local call support settings".
3.	Now enter the settings in keeping with the field descriptions.
4.	Click **Ok** to save your entries.

Table 3-7 Set up Local call support

Summary of the fields in the window "Local call support settings"

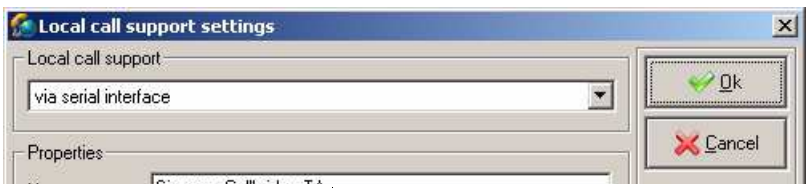
Field	Description
Window area "Local call support" 	
	Use this drop-down combo to choose the connection for the Administrator-Tool or Operator-Tool to route your telephone.

Table 3-8 Summary of the fields in the window "Local call support settings"

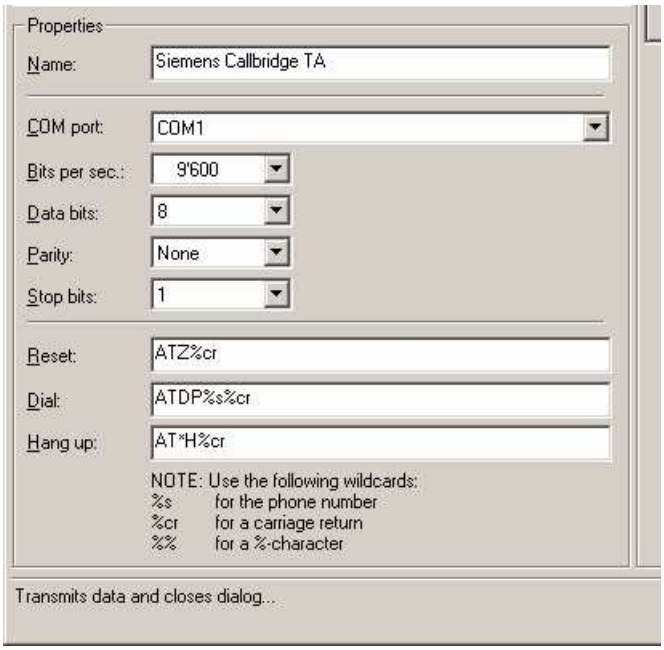
Field	Description
The window area "Properties" opened for: "via serial interface" 	
Name	Assign a name (any) for this configuration.
COM port	Use this drop-down combo to select the serial interface via which your telephone is routed. Offered by the system are 'COM1' through 'COM15'. Note that the actual availability of the hardware is not verified at this moment.
Bits per sec.	Use this drop-down combo to select the baud rate for the communication with the telephone.
Data bits	Use this drop-down combo to select the number of data bits per transmitted character.
Parity	Use this drop-down combo to specify the parity type to secure the transmission of characters.
Stop bits	Use this drop-down combo to specify the number of stop bits to close each character.
Reset	Use this field to enter the command that will reset your telephone.
Dial	Use this field to enter the command that triggers the dialing of a telephone number. For the phone number itself please use the wildcard "%s".
Hang up	Use this field to enter the command that will cut the connection (hang up).

Table 3-8 Summary of the fields in the window "Local call support settings"

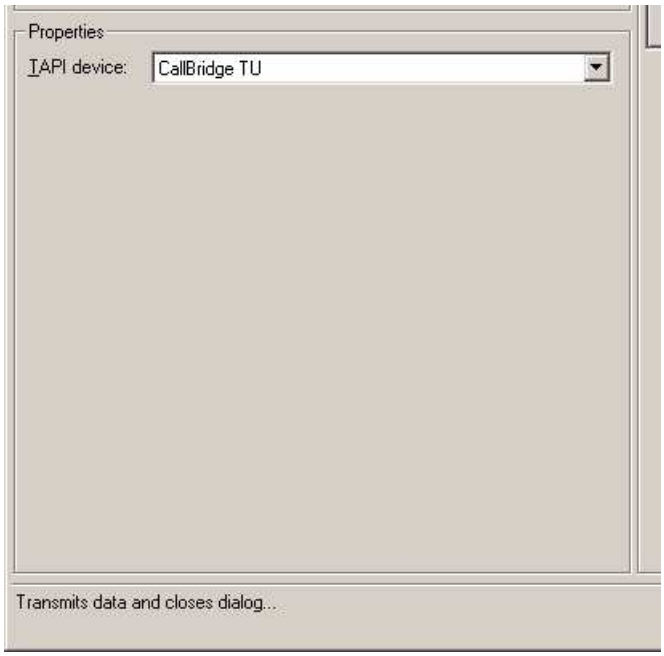
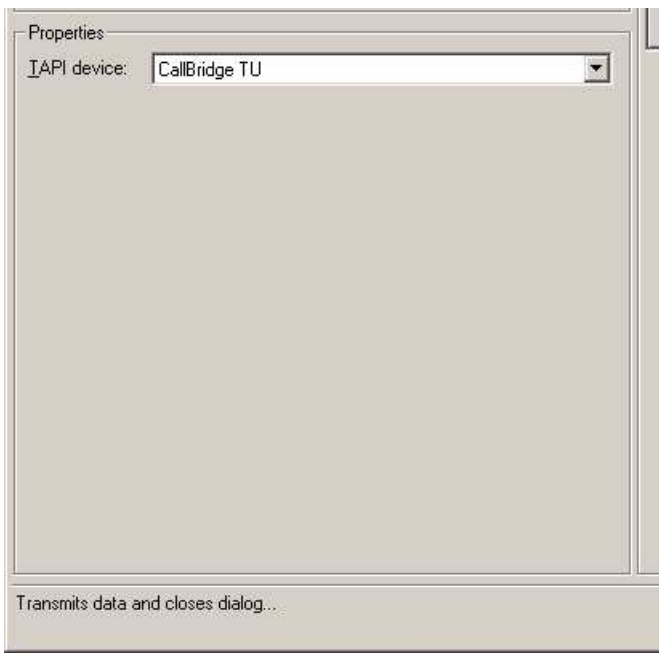
Field	Description
The window area "Properties" opened for: "via TAPI 2.1" 	
TAPI device	Use this drop-down combo to select which telephone or device with TAPI 2.1 capability shall be used for the Local call functionality.
The window area "Properties" opened for: "via TAPI 3.0" 	

Table 3-8 Summary of the fields in the window "Local call support settings"

Field	Description
TAPI device	Use this drop-down combo to select which telephone or device with TAPI 3.0 capability shall be used for the Local call functionality.

Table 3-8 Summary of the fields in the window "Local call support settings"

3.4.2 Assign Local call support

Follow the below instructions to set up the function "Local call support":

No.	Step
1.	Mark a subscriber or group member in one of the Administrator-Tool or Operator-Tool applications or in an already active process of the Operator-Tool.
2.	There are three different ways how to call the subscriber or group member via Local call: • Go to the menu bar, open "Edit" and select "Local call support..." or • Make a direct right mouse click the subscriber or group member and select "Local call support..." or • press CTRL plus D. This will open the window "Local call support"
3.	Use the field "Phone number" (editable) to select the subscriber's telephone number or, if necessary, edit the number by hand.
4.	Now click the button **Dial**.
5.	To end the call click the button **Hang up**.
6.	Note that the window "Local call support" can stay open as you continue to work in the Administrator-Tool or Operator-Tool, also if you are currently not in a call. Depending on the connection the system can also identify and signal incoming calls. Click **Accept call** to take an incoming call.

Table 3-9 Assign Local call support

Summary of the fields in the window "Local call support"

Field	Description
Window area "Local call support"	

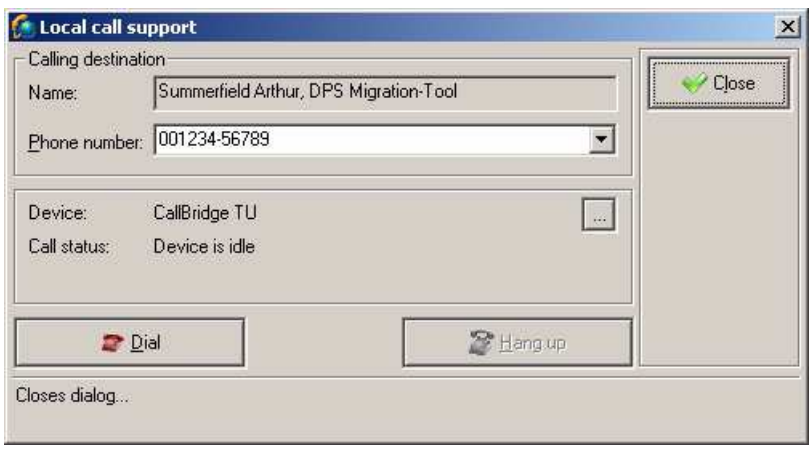


Table 3-10 Summary of the fields in the window "Local call support"

Field	Description
Window area "Called destination"“	
Name	The name of the called subscriber or group member
Phone number	Editable selection field to select or enter the telephone number that shall be dialed
Device	The currently selected connection used for the local call
	Button to open the window "Set up Local call support" (Section 3.4.1, "Set up Local call support")
Call status	Output of the current status signaled by the device. The details output here vary depending on the device that is selected. Note that no call status information can be output if the telephone is routed via the serial interface.
	Click this button to start the dialing of the telephone number entered in the field "Phone number"
	Click this button to cut the connection
	Click this button to accept an incoming call

Table 3-10 Summary of the fields in the window "Local call support"

3.5 Show the system status of the DAKS server

This section provides a detailed description of the system status output of the DAKS server that is currently connected.

Follow the instructions below to have the DAKS server's system status indicated:

No.	Step
1.	Now open the "Help" menu and select the item "DAKS server status...“, or double click on the connection indicator located on the right hand side of the status bar. This will open the window "Current DAKS server status“.
2.	Click the **OK** button to close the display field.

Table 3-11 Show DAKS server status

Description of the entries made in the window "Current DAKS server status“

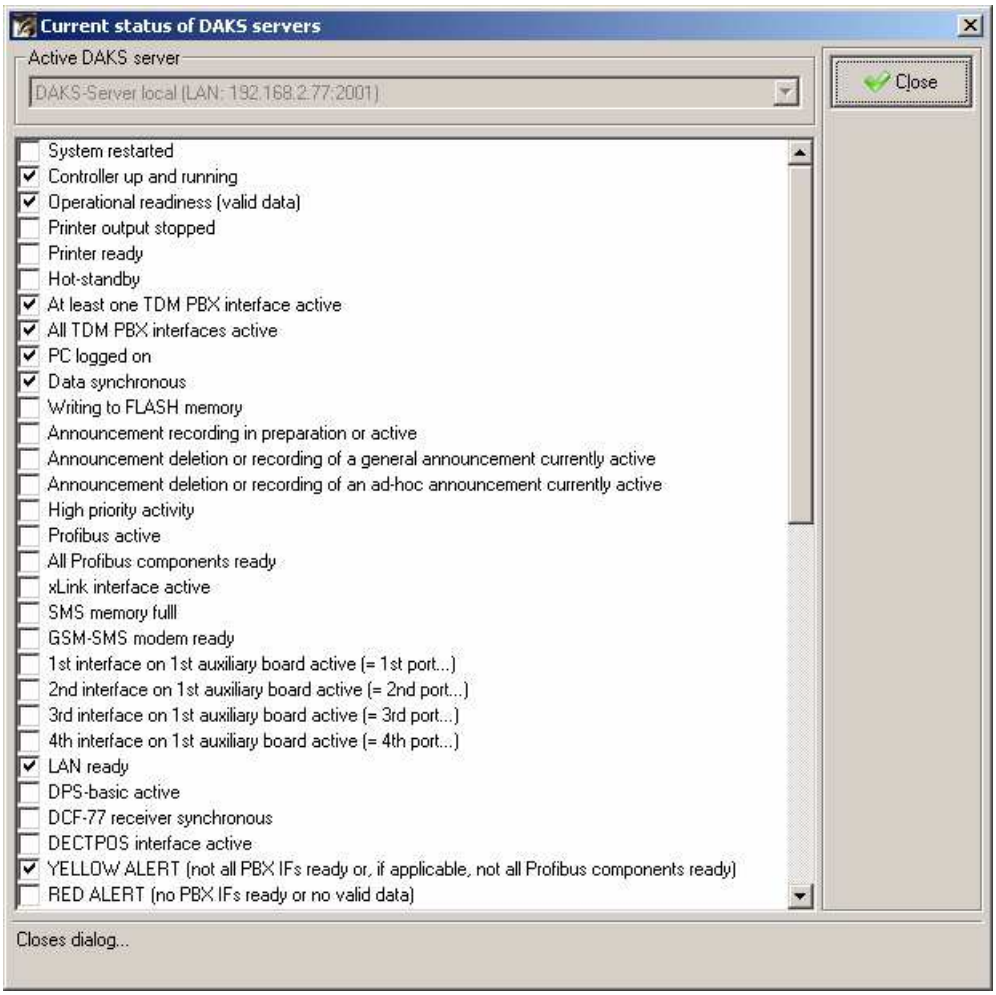
Field	Description
	
Active DAKS server	This display field identifies the DAKS server whose statuses are output.
Status list	List of all possible states. If a line is highlighted (☑), it signifies that the corresponding state is set.

Table 3-12 Description of the fields in the window "Current DAKS server status“

3.6 The Functions of the Administrator-Tool

This section covers the different menu items and symbols of the Administrator-Tool. In contrast to the Operator-Tool, the Administrator-Tool offers a client-oriented layout and can be started in the "offline mode". This section treats both of these aspects in greater detail (please see below).

Application-specific features that affect the Administrator-Tool are described in the respective chapters of this manual.

3.6.1 Description of the menu items and buttons of the Administrator-Tool

The below table lists and describes the different menu items of the Administrator-Tool, incl. their assigned keyboard shortcuts and symbols.

Menu item	**Description**
Pull down menu "Application"	
Log on again... (CTRL + F2)	The Administrator-Tool is closed after a security prompt and the login dialog is restarted.
Change password... (Shift+Ctrl+F2)	Opens a window to change the password of the currently logged-in user(Section 7.5.7, "Change own password").
Print... (CTRL + P) 	Invokes a print function to show the contents of the entire database in the browser and for a printout, if necessary. To do so a template file can be selected (Section 8.2, "Output database overviews via the Administrator-Tool"). The following templates are available for the Administrator-Tool: • "PrintTemplate.htm", in English or, provided the templates for German/English are installed, • "PrintTemplate DE.htm", in German • "PrintTemplate EN.htm", in English
Open Operator-Tool (F8) 	Invoke the Operator-Tool direct without going through the login dialog again. To do so, make sure the the correct name of the of the file path of the Operator-Tool is entered in the window "Edit options" window, and there in the tab "Control" (Section 3.3, "Define options").
Open events display (CTRL + F10)	Opens the Windows events display. All messages that are generated by the DAKS-TT software are listed under "Application" (also see DAKS-TT Installation Manual).

Table 3-13 Description of the menu items and buttons of the Administrator-Tool

Menu item	**Description**
Close Administrator-Tool (Alt + F4)	The Administrator-Tool is closed after a security prompt.
Pull down menu "Edit"	
New... (Add) 	Depending on which element is selected in the tree view, the pertinent window will now open to add a new element. For example, if "Subscriber" is selected the user window to create a new subscriber will now pop up.
Edit... (Alt + Enter) 	Opens the element that you selected in the tree or list view for editing.
Delete... (DEL) 	Deletes the element that you selected in the tree or list view after a security prompt. If entries are still assigned to the element, e. g. a conference or a conferee, these must be deleted first. The exact procedure is described in more detail in the respective applications.
Copy to clipboard	Copies the selected line from the list view to the clipboard in form of an entry separated by commas.
LDAP directory: Copy from LDAP	This menu item is only output for subscribers. Opens a window to import subscribers from an external LDAP directory (Section 7.6.1, "Add new subscribers from LDAP directory").
LDAP directory: Collate with LDAP	This menu item is only output for subscribers. Opens a window to collate subscribers imported through an external LDAP directory and check if any subscriber data have meanwhile been modified in the external LDAP directory (Section 7.6.2, "Collate subscribers against LDAP directories").
Local call support...	This menu item is only output for subscribers. Opens a window for the direct local dial-up of subscribers (Section 3.4.2, "Assign Local call support").
Create DPS-view import files ...	This menu item is only output for "DAKS Positioning Services". Generates an import file for DPS-view to transfer the DPS-administrated positioning areas, base stations and access points (Section 3.4.2, "Assign Local call support").

Table 3-13 Description of the menu items and buttons of the Administrator-Tool

Menu item	**Description**
Pull down menu "View"	
Large Icons Small symbols List Details	Determines how the list entries are shown.
Clients	Determines the client-oriented layout. The following options are available for selection: • Client groups and, in addition also, • Client levels When you activate "Client levels", the client groups are activated automatically at the same time (Section 3.6.2, "Client-oriented layout"). The menu entries that are currently active carry a check mark.
Pull-down menu "Windows"	
New administration window (SHIFT + F4)	Opens an additional administration window. In this way, you can compare the subscriber lists of two broadcasts with one another or, more simply, work using drag & drop.
Close window (CTRL + F4)	If more than one admin window is currently open, the active window will be closed. A minimum of one admin window will always remains open.
Toolbar	Shows or hides the toolbar.
Status bar	Shows or hides the status bar.
Below one another Tile Cascade Arrange icons	Determines the arrangement of the administration windows if more than one window is open. Only one option can be selected.
Update (F5)	Refreshes the display output of the Administrator-Tool.
List of open windows e. g.: "1 DAKS-TT database:1“ "2 DAKS-TT database:2“	All open administration windows are shown at the bottom of the menu "Window", and can be selected directly. The window that is currently active carries a check mark.

Table 3-13 Description of the menu items and buttons of the Administrator-Tool

Menu item	**Description**
Pull down menu "Help"	
DAKS server status... (CTRL + F1)	Opens a window to output the system status of the DAKS server that is currently connected (Section 3.5, "Show the system status of the DAKS server").
Via DAKS-TT Administrator-Tool... (F1) 	Opens a window with information on the Administrator-Tool. This window can also be used to query chip card details.

Table 3-13 Description of the menu items and buttons of the Administrator-Tool

3.6.2 Client-oriented layout

"Classic DAKS" is client-capable and supports up to 20 further client groups in addition to a global group.

These client groups can also be used to create closed user groups, e. g. separate client groups can be created for the fire department and system engineering. Please bear in mind that the pertinent Administrators and Operators are only able to administrate the subscribers, announcements and processes that belong to their own client group (Section 4.7, "Set up clients").

For a better overview of client groups or client levels, the layout can be changed in the Administrator-Tool.

The following layouts types can be selected via the "Clients" menu item in the "View" menu:

Client groups

The following graphic illustrates the layout based on client groups. In this example the conferences are organized on the basis of the client groups: Fire Department, Global, Safety, and System Engineering.

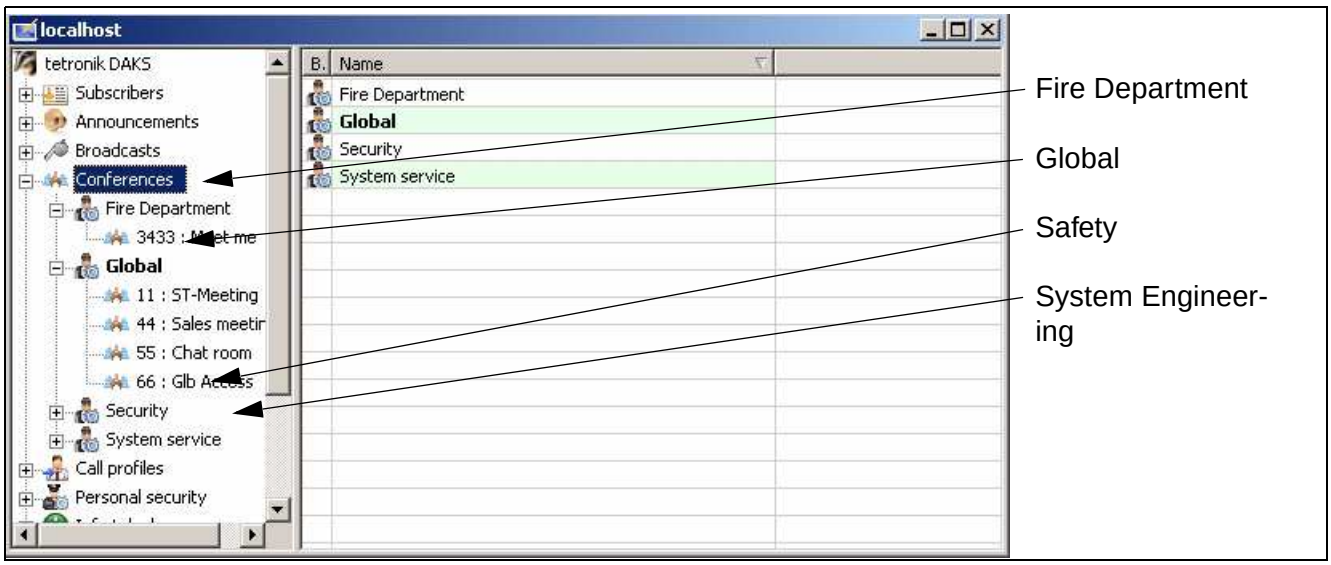


Image 3-4 Layout based on client groups

Client levels

The following graphic illustrates the layout organized on the basis of the client levels. The clients are assigned subscribers, announcements and client-capable applications.

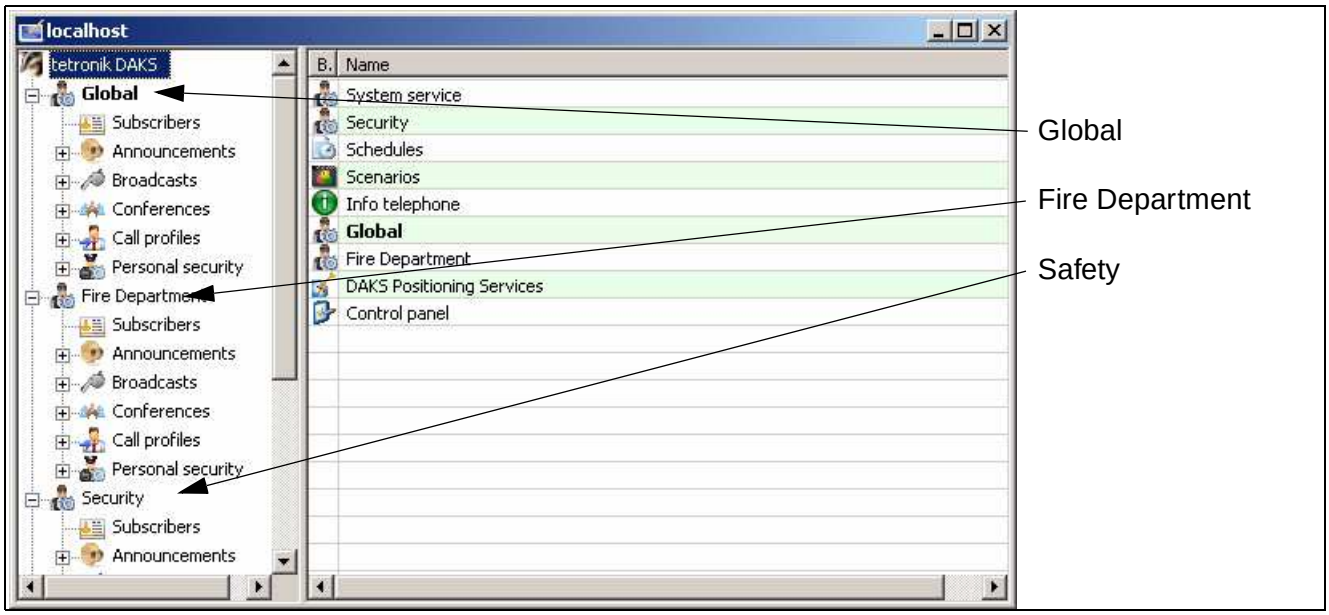


Image 3-5 Layout based on client levels

3.6.3 Online/Offline mode

If the DAKS-TTProcessServer is "offline", i. e. not connected with the DAKS server (DAKS-TT), the Administrator-Tool can still be used for operation. In this constellation the status line of the Administrator-Tool will read "offline".

However, changes will only become effective when a connection is established to the DAKS server and only after the DAKS server has been reinitialized. This is normally carried out automatically but can also be done by hand(DAKS-TT Installation Manual).

3.7 The functions of the Operator-Tool

This section covers the different menu items and symbols of the Operator-Tool. In contrast to the Administrator-Tool, the Operator-Tool offers various functions to start, observe and monitor the individual applications.

Application-specific features that affect the Operator-Tool are described in the respective chapters of this manual.

3.7.1 Description of the menu items and buttons of the Operator-Tool

The below table lists and describes the different menu items of the Operator-Tool, including their assigned keyboard shortcuts and symbols.

Menu item	**Description**
Pull down menu "Application"	
Log on again... (CTRL + F2)	The Operator-Tool is closed after a security prompt and the login dialog is restarted.
Print protocol... (CTRL + P)	Invokes a print function to print application-specific logfiles for protocoling. For a detailed description see Section 8.3, "Output application-specific protocol files via the Operator-Tool".
Open Administrator-Tool (F8) 	Invoke the Administrator-Tool direct without going through the login dialog again. To do so, make sure the the correct name of the of the file path of the Administrator-Tool is entered in the window "Edit options" window, and there in the tab "Control" (Section 3.3, "Define options").
Open events display (CTRL + F10)	Opens the Windows Events Viewer. All messages that are generated by the DAKS-TT software are listed under "Application" (DAKS-TT Installation Manual).
Close Operator-Tool (Alt + F4)	The Operator-Tool is closed after a security prompt.
Pull down menu "Operations"	
Switch Info Telephone to ▸	Selects the desired info telephone profile or deactivates the info telephone (Section 13.8, "Operate the Info Telephone from the Operator Tool").
Launch broadcast... (CTRL + B) 	Opens the "Launch broadcast" window in order to start a broadcast or a hunt group (Section 9.9.1, "Start a single broadcast" and Section 9.9.2, "Start a hunt group").

Table 3-14 Description of the menu items and buttons of the Operator-Tool

Menu item	**Description**
Observe broadcast... (SHIFT + CTRL + B)	Opens the broadcast window to monitor or abort and end broadcasts. If only one broadcast is active, the associated window will open directly. If several broadcasts are currently active they will be listed in a selection window that will now open and from which the wanted broadcast can be selected (Section 9.9.5, "Monitor broadcasts" and Section 9.9.6, "Cancel a broadcast").
Initiate Conference... (CTRL + C) 	Opens the "Initiate conferences" window to select and start a conference (Section 11.9.1, "Set up conferences").
Observe conference... (SHIFT + CTRL + C)	Opens the conference window to monitor and/or moderate conferences. If only one conference is active, the associated window will open directly. If several conferences are currently active they will be listed in a selection window which will now open to select the wanted conference (Section 11.9.2, "Monitor conferences" and Section 11.9.3, "Moderate and end conferences").
Start scenario... (CTRL + S) 	Opens the "Start scenario" window to select and start a scenario (Section 14.4, "Start a scenario with the Operator Tool").
DPS location tracking... (CTRL+O) 	Opens the window "Select target to track" to select a terminal and activate a targeted location tracking process (Section 17.6.1, "Track the location of targeted terminals").
Pull down menu "View"	
Large Icons Small symbols List Details	Determines how the list entries are shown.
Pull-down menu "Windows"	
New view window (SHIFT + F4)	Opens an additional view window. Two windows can be placed side by side like this.
Close window (CTRL + F4)	If more than one view window is open, the active window is closed. At least one view window always remains open.

Table 3-14 Description of the menu items and buttons of the Operator-Tool

Menu item	**Description**
DAKS-Customized-Opera-tor (CTRL+SHIFT+F4)	Opens the window DAKS-Customized-Operator (DCO) to apply customer-specific user interfaces (see DCO-Designer User Manual).
Toolbar	Shows or hides the toolbar.
Status bar	Shows or hides the status bar.
Hint bars ▸	Opens a submenu to define which of the following hint bars shall be shown/hidden (Section 3.7.2, "Hint bars in the DAKS-TT Operator-Tool"): • General hint bar (F7) • Broadcast hint bar (SHIFT+F7) • Conference hint bar (CTRL+F7)
Auto broadcast window	The respective broadcast window is opened automatically when a broadcast is started, even when it is started over the phone. If the function is activated, the menu entry carries a check mark.
Auto conference window	The respective conference window is opened automatically when a conference is started, even it is it started over the phone. If the function is activated, the menu entry carries a check mark.
Below one another Tile Cascade Arrange icons	Determines the arrangement of the view windows if more than one window is open. Only one option can be selected.
Update (F5)	Refreshes the display output of the Operator-Tool.
List of open windows e. g.: "1 DAKS-TT database:1“ "2 DAKS-TT database:2“	All windows that are currently open are shown at the bottom of the menu "Window", and can be selected directly. The window that is currently active carried a check mark.

Table 3-14 Description of the menu items and buttons of the Operator-Tool

Menu item	**Description**
Pull down menu "Help"	
DAKS server status... (CTRL + F1)	Opens a window to output the system status of the DAKS server that is currently connected (Section 3.5, "Show the system status of the DAKS server").
Via DAKS-TT Operator-Tool... (F1) 	Opens a window with information on the Operator-Tool. This window can also be used to query chip card details.

Table 3-14 Description of the menu items and buttons of the Operator-Tool

3.7.2 Hint bars in the DAKS-TT Operator-Tool

The hint bars of the DAKS-TT Operator-Tool can be utilized for the output of help texts in the pertinent child windows.

This is accomplished with the help of dockable bars that can be realized differently for each window type:

- Overview windows
- Broadcast windows and
- conference windows.

The hint bars are the same for all instances of the different window types and can be output or hidden for the individual window types by the user who is currently logged on.

The below image show a hint bar in the Overview window docked to the right side of the window.

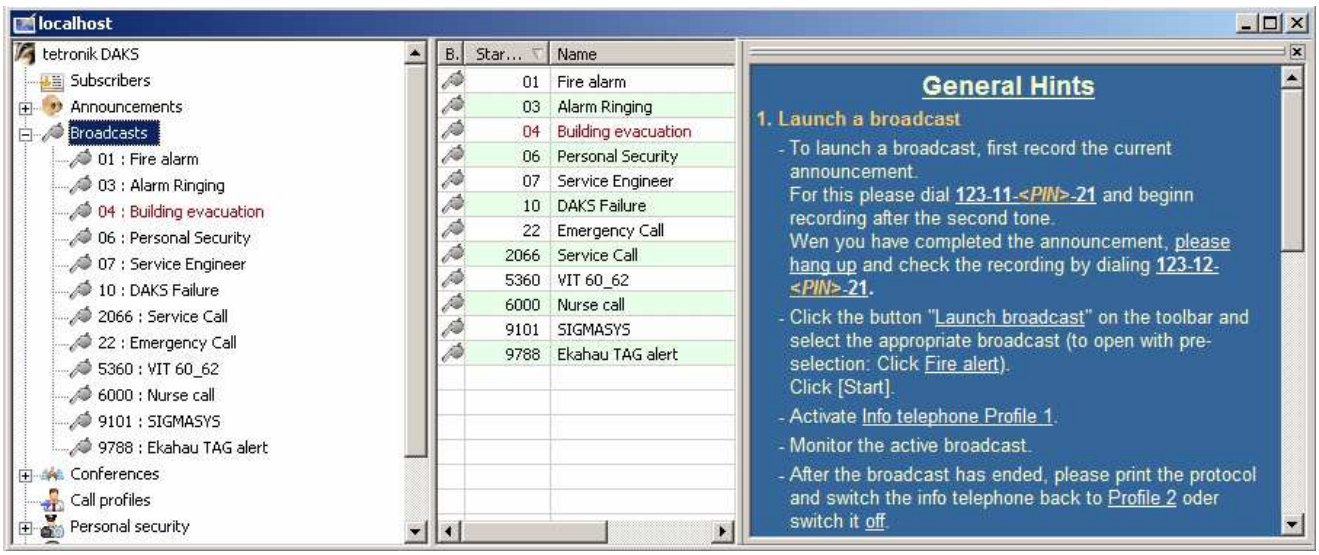


Image 3-6 Hint bar in the Overview window

Use the "Control" tab under Options (see Section 3.3, "Define options") to define if you want to use hint bars at all and the data you want to be output in the different bars.

The individual files needed for the hint bars must be created by the users.
These files are pure HTML files (Internet Explorer files) that can, for example, be created in WinWord.

The installation CD contains the three 3 example files "HINTBAR.HTM" (Overview window),"HINTBARBDC.HTM" (Broadcast window), and "HINTBARCON.HTM“ (Conference window).

The hint bar of the Overview window can also be used to control limited actions of the DAKS-TT Operator-Tool:

Hyperlink	**Description**
Launch broadcasts	
`ttnkcmd://Bdc:Blank`	Opens the dialog to start a broadcast (see Section 9.9.1, "Start a single broadcast")
`ttnkcmd://Bdc:`*`01`*	Opens the dialog to start a broadcast, with broadcast preselection using the ID *`01`* (see Section 9.9.1, "Start a single broadcast")
Convene conferences	
`ttnkcmd://Con:Blank`	Opens the dialog to convene a conference (see Section 11.9.1, "Set up conferences")
`ttnkcmd://Con:`*`33`*	Opens the dialog to convene a conference, with conference-preselection using the ID *`33`* (see Section 11.9.1, "Set up conferences")
Starting scenarios	
`ttnkcmd://Scn:Blank`	Opens a dialog to start a scenario (see Section 14.4, "Start a scenario with the Operator Tool")
`ttnkcmd://Scn:`*`99`*	Opens the dialog to start a scenario, with scenario-preselection using the ID *`99`* (see Section 14.4, "Start a scenario with the Operator Tool")
Switch Info Telephone	
`ttnkcmd://Itl:0`	Switches the Info Telephone OFF (see Section 13.8, "Operate the Info Telephone from the Operator Tool")
`ttnkcmd://Itl:`*`2`*	Switches the Info Telephone to the profile with the ID *`2`* (see Section 13.8, "Operate the Info Telephone from the Operator Tool")
Trigger direct-connect interface	
`ttnkcmd://whi:Blank`	Cuts the connection (hang up)
`ttnkcmd://whi:`*`6033`*	Builds up a connection to the subscriber with the telephone number *`6033`*.
`ttnkcmd://whi:`*`12311(PIN)01`*	Establishes a connection to DAKS (in this example with the digital trunk: *`123`*), to directly record an announcement with the ID *`6033`* (in this example with dialthru code: *`11`*). Here, the wild card *`(PIN)`* is replaced by the PIN of the operator who is currently logged on.

Table 3-15 Special commands of the hint bars

3.8 Joker access

The Joker access, of which up to 10 can operate in parallel, makes it possible to dynamically realize access to functions of other dialthru codes (Section 4.5, "Define the Dialthru codes"), i.e. the Joker access can be published as a central number to all DAKS users who want to utilize this function, with the underlying function configured flexibly as the need arises.

If more than 1 Joker access is licensed, the user must enter the ID (**0..9**) of the Joker access he wants to use after dialing the dialthru code for "Joker access".

Example

For the purposes of this example let us assume that a company has acquired licenses for 10 Joker accesses, that the central tie trunk code of DAKS is **800**, that the dialthru code configured for the Joker access is **02**, and that the Joker profile with the ID **0** is used exclusively for emergency messages.

The company informs all of its employees that the phone number **800**-**02**-**0** is the company's central call number in emergencies.

As long as there is no emergency this emergency number is redirected to the internal DAKS call profile **50 112** that directly hands over the call to the emergency control center.

If, in the event of an emergency, the system detects a potential overload of this control center, callers shall alternatively be redirected to the DAKS Info telephone. For this purpose, the system changes, via the DAKS-TT Operator-Tool, the simulated substitute dialing of the Joker access with the ID **0** to the dialthru code that gives access to the Info telephone (e.g. **20)**. Every employees who dials the call number **800-02-0** will now hear the Info telephone announcement.

3.8.1 Set up the Joker accesses

Follow the below instructions to set up Joker accesses:

No.	Step
1.	Start the DAKS-TT Administrator-Tool and log on.
2.	In "System function", "Joker access" enter the dialthru code (Section 4.5, "Define the Dialthru codes") to enable the sharing of the Joker accesses.
3.	Grant operator rights to the pertinent DAKS users (Section 7.4, "Administrate subscribers") for editing of the Joker accesses.

Table 3-16 Set up Joker accesses

3.8.2 Modify the simulated substitute dialing of a Joker access

Follow the below instructions to modify the simulated substitute dialing of a Joker access:

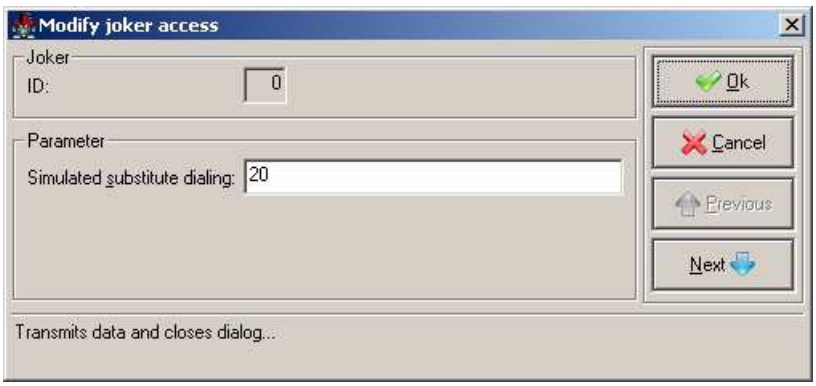
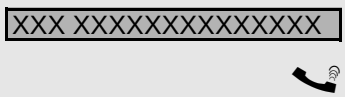
No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
3.	Double-click "Joker access" in the list window. The list window displays every Joker access that is currently available.
4.	Make a right mouse click on the Joker access you want to modify and select the menu entry "Edit...". This will open the following window: 
5.	Go to the field "Simulated substitute dialing" to enter the DAKS dialthru code and, if needed, further parameters digits, that effect the wanted function.
6.	Click **Ok** to save your changes.

Table 3-17 Edit Joker access

3.8.3 Use a Joker access

Proceed as follows:

Step by step	
	Activate the access to a Joker access by dialing DAKS call number + dialthru code for "Joker access" + (if needed) ID of the pertinent Joker access (0..9), e.g.: "800 02 0".
	The display text and voice announcement are contingent on the dialthru code that is triggered in DAKS by the Joker access.

3.9 Configuration over the phone

This section shows you how to configure the DAKS server over the phone. The instructions also offer example entries. These examples are based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800. The dialthru codes are set to their default values (DAKS-TT User Manual). The PIN that is used here is 4321 and the serial number for the control computer (CPC-4x) reads 00987654321.

For a clear presentation, the input blocks are separated by spaces. You can easily reproduce the example by replacing the tie trunk code 800 with the call number of your DAKS server, using your PIN and the serial number of your SBC board and, if necessary, adapting the dialthru codes. No spaces are entered.

If no system announcements (e. g. "Please enter your PIN") are available or assigned DAKS will play a long tone instead.

Please note that you must have the pertinent administrative rights ("Administrative permissions") and a PIN to configure the application from a telephone.

3.9.1 Activate/deactivate the Hot Standby mode

Whenever particularly high demands in terms of availability must be met, we recommend the installation of a second DAKS server as a Hot Standby server. Should the "primary" DAKS server fail all that needs to be done is to switch the Hot Standby server to normal operation mode via hardware input (DAKS-TT User Manual) or over the phone. The server will then immediately take over the role of the failed "primary" DAKS server.

If a server is in Hot Standby mode, subscribers cannot be dialed and no calls can be accepted. It is only possible to record and play back announcements and change this mode via phone or hardware input.

Activate the Hot Standby mode over the phone

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Switch Hot Standby via DIGITE" + PIN + 1 (for Hot Standby on), e.g.: "800 **01** 4321 1".
HOT STANDBY ON	A long control tone signals the correct selection. A 3-tone sequence then signals: server status switched over.

Deactivate the Hot Standby mode over the phone

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Switch Hot Standby via DIGITE" + PIN + 0 (for Hot Standby off), e.g.: "800 **01** 4321 0".
HOT STANDBY OFF	A long control tone signals the correct selection. A 2-tone sequence then signals: server status switched over.

3.9.2 Restart the DAKS server via speed dial

A restart of the DAKS server with **block selection** is supported for **in-house** telephones (transmitted call number of the caller that does not begin with "0"). This restart is documented through the system printer.

Proceed as follows:

Step by step	
	Program a destination dial key or redial by entering the DAKS call number + * * + serial number of the control computer (the 8 eight digits), e.g.: "800 ** 87654321".
	The restart prompt is confirmed with a double tone sequence and the restart of the server is initiated.

3.9.3 Transparent mode via emergency response host computer

With this dialthru code DAKS enables the phone access to the applications of an emergency response host computer connected via the serial host interface. Here, the emergency response host computer can differentiate between a total of up to 10 individual functions through the subsequent number that is dialed.

Follow the below instructions to dial into a specific function of the emergency response host computer:

Step by step	
	Enter the DAKS call number + dialthru code for the "Transparent mode via emergency response host computer" + function number, e.g.: "800 **xxx** 0".
XXXXXXXXXXXXXXXX 	The display text and voice announcement are contingent on the function of the emergency response host computer.

3.9.4 DSAS (DAKS Smartphone Access Service)

This access can be used for a special soft key-controlled link-up of DAKS-Moblie-Client applications on smartphones (Ascom i75, BlackBerry etc.) in the direction of DAKS.

3.9.5 Central GMD-1x DAKS dial-up

This is the central access for GMD-1x Medallions for various functions:

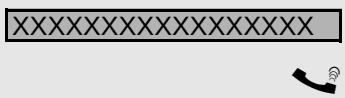
- Login and log off
- Heartbeats
- Broadcast activation without PIN

3.9.6 ESPA-X process access

With the ESPA-X process access DAKS makes it possible to access the applications of the ESPA-X clients over the phone. Here, each ESPA-X client application has an own process access code (up to 4 numbers) that must be unique throughout all ESPA-X client applications.

The process access codes can be configured through the ESPA-X client application.

Follow the below instructions to dial into a specific ESPA-X client application:

Step by step	
	Enter the DAKS call number + dialthru code for "ESPA-X process access" + process access code, e.g.: "800 **093** 1234".
	The display text and voice announcement are contingent on the ESPA-X application.

3.9.7 Central dial-up for entry of the dialthru code

This dialthru code enables central access to the dialog-controlled dialthru codes of DAKS.

Here, DAKS supports access to the following dialthru codes:

Application	Function	Section
Announcements	Record/playback via DIGITE	6.6.4 Delete/record announcements from system telephones
	Record from any terminal	6.6.1 Record announcements from any telephone, 6.6.2 Delete announcements from any telephone
	Play back from any terminal	6.6.3 Playback announcements from any telephone
Call Profiles	Edit the active number via DIGITE	12.15.4 Edit the active number from a system telephone
	Edit the active number in a dialog	12.15.3 Change active number with dialog
	Change active numbers from any telephone	12.15.5 Change active numbers from any telephone
	Activate in a dialog	12.15.2 Activate a call profile with a user dialog
	Activate via 2nd level IVR	
	Edit the call screening in a dialog	12.15.7 Change call screening with dialog
	Activate/deactivate current announcements	12.15.8 Activate a current announcement, 12.15.9 Deactivate the current announcement
	Meet-me	12.15.6 Meet-me (callback following a pager call)
Info telephone	Switching via DIGITE	13.9.4 Switch the Info Telephone from a system telephone
	Switching in a dialog	13.9.3 Switch the Info Telephone in a dialog
	Access in a dialog	13.9.2 Access Info Telephone information in a dialog

Table 3-18 Available dialthru codes for central dial-up

Application	Function	Section
Conferences	Join active conferences from A...L (Operator)	11.10.2 Join active conferences from A to L (Operator)
	Convene or join in a dialog	11.10.3 Convene or join conferences with a dialog
	Extend active conferences A...L (Operator))	11.10.4 Extend active conferences A...L (Operator))
Personal security	Activate/deactivate	10.8.1 Activate the Personal Security Function,
	Retrigger call	10.8.2 Retrigger call (without current announcement), 10.8.3 Retrigger call (with current announcement)
Broadcasts	Launch via DIGITE, extended dialog	9.11.1 Start broadcasts from a system telephone, extended dialog
	Launch via DIGITE, short dialog	9.11.2 Start broadcasts from a system telephone, short dialog
	Launch in a dialog	9.11.5 Start broadcasts in a dialog (PIN, ID and announcement)
	Launch in a dialog, with PIN entry at the end	9.11.3 Start broadcasts over the phone, in a dialog with PIN entry at the end
	Launch with current announcement	9.11.7 Start broadcasts with ad hoc announcement
	PIN confirmation in a dialog	9.11.9 Confirm broadcasts by callback with PIN in a dialog
	Completed Message with PIN or cont. cyclical localization	9.11.10 Broadcasts with Completed Message

Table 3-18 Available dialthru codes for central dial-up

Application	Function	Section
System function	Activate Hot Standby via DIGITE	3.9.1 Activate/deactivate the Hot Standby mode
	Launch scenario	14.5 Start a scenario over the phone
	Retrieve SMS message with 16 characters	5.4 Retrieving SMS messages using Optiset/Gigaset handsets
	Retrieve SMS message with 24 characters	5.4 Retrieving SMS messages using Optiset/Gigaset handsets
	Transparent mode via emergency response host computer	3.9.3 Transparent mode via emergency response host computer
	Initiate location tracking over the phone	17.7 Operation of location tracking processes activated over the phone

Table 3-18 Available dialthru codes for central dial-up

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Central dial-up for entry of the dialthru code", e. g.: "800 **094**".
	System announcement "Request dialthru code".
	Enter the wanted DAKS dialthru code and follow the detailed descriptions of the dialthru code functions under "Operating by telephone" for the individual application.

4 Configure Parameters

Overview

This chapter covers the basic parameters of the DAKS server and the basic parameters of the Administrator- and Operator-Tool. It also shows you how to use the parameters to tweak the DAKS server as well as the applications to best meet the needs and requirement of your business.

Contents

This chapter covers the following areas:

4.1 Overview of parameters

4.2 Edit basic parameters

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4.1 Overview of parameters

The parameters include a series of possible settings that influence the behavior of the DAKS-Server, the Administrator-Tool and Operator-Tool and their applications.

After the installation these parameters will be set to the greatest extent possible to significant values. In some places, however, you will have to make some adjustments to the actual situations.

You will find references to parameter settings in the individual chapters of this guide when these are relevant for the application.

Examples

You will find some examples of how parameter settings can affect applications in the following sections.

- Dialthru codes:
  After the installation, only one dialthru code is assigned, i.e. at the outset next to no actions can be carried out over the phone (Section 4.5, "Define the Dialthru codes").
- Connection types:
  There are three standard types of call setup. If, for example, the destination you need to reach is a pager you must to set up a connection type first (Section 4.3, "Set up connection types").
- Digital I/O
  To start processes via contacts, the digital inputs must be configured accordingly (Section 4.10, "Administrate inputs and outputs").

4.2 Edit basic parameters

Follow the instructions below to edit the basic parameters:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
3.	Select "Basic parameters" in the list window and click . The "Edit basic parameters" window is opened.
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Click **Ok** to save your entries.

Table 4-1 Edit basic parameters

Description of the fields in the window "Edit basic parameters"

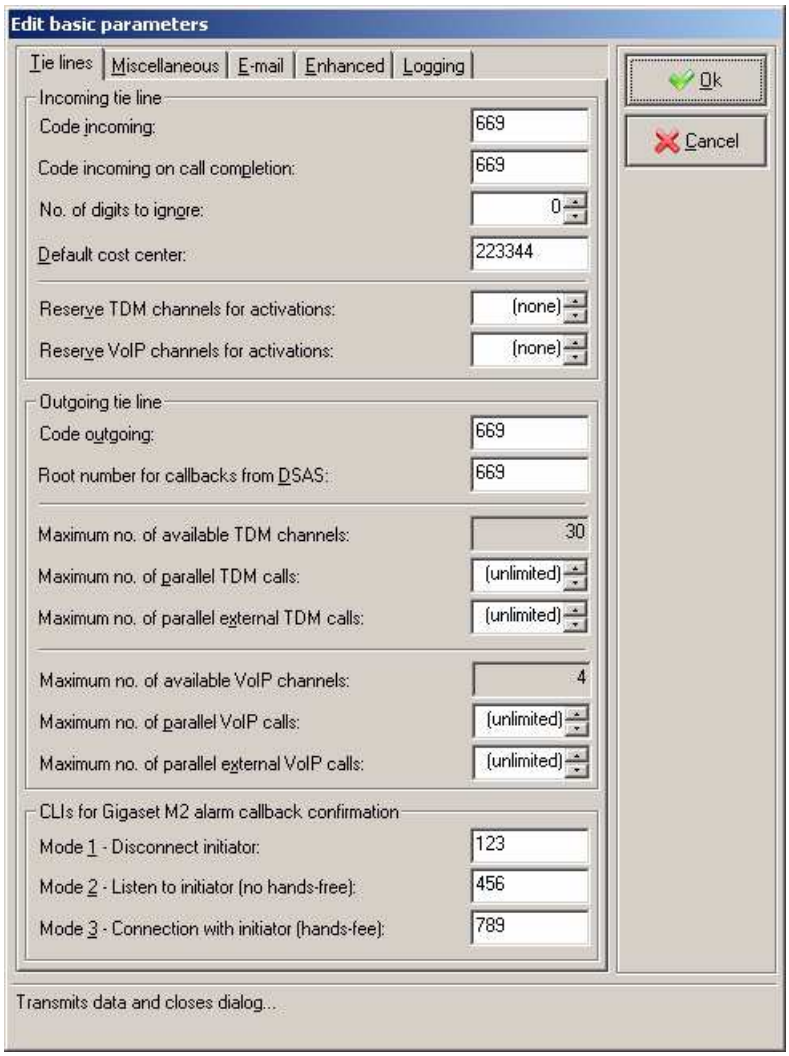
Field	Description
Tab "Tie lines" 	
Window area "Incoming tie line"	
Code incoming	Input field (max. 6 digits) for the DAKS call number (tie line codes (digital trunks)), i. e. the call number with which you call the DAKS server. This code is normally prepended to the "Connected Number" that is sent by DAKS. (Default: empty)

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Code incoming on call completion	Input field (max. 6 digits) same as "Code incoming". This field must be filled if the callback feature is to be used in the "Call profiles" application (Section 12.11.2, "Setup the callback function"). (Default: empty)
No. of digits to ignore	Selection field (0 to 16) specifies how many digits of the received "Called Number" are ignored for incoming calls before starting to evaluate the dialthru code (Section 4.5, "Define the Dialthru codes"). For situations where the telecommunications system as the "Called Number" transmits the tie line codes (digital trunks) to DAKS (typical in Siemens EWSD), the number of digits of the tie line codes (digital trunks) to DAKS must be entered here. (Default: 0)
Default cost center	Input field for the cost center (max. 16-digit, numerals, * and #). If cost centers are to be transmitted as "Calling Number" or "Connected Number" (Section 4.16, "DAKS coupling with SigmaSys®"), and if no cost center is defined for the subscriber or contact, DAKS will send the value entered in this field as default cost center. (Default: empty)
Reserve TDM channels for activations:	Selection field for the number of TDM channels of the DAKS server that shall always be reserved for the activation of processes. This number, however, reduces the number of TDM channels that are available for the DAKS applications for outgoing calls. (Default: empty, max.: 1/3 of the released TDM channels)
Reserve VoIP channels for activations:	Selection field for the number of VoIP channels of the DAKS server that shall always be reserved for the activation of processes. This number, however, reduces the number of VoIP channels that are available for the DAKS applications for outgoing calls. (Default: empty, max.: 1/3 of the released VoIP channels)
Window area "Outgoing tie line"	
Code outgoing	Input field (max. 6 digits) for the first part of the "Calling Number" that is sent to the TC switchboard from DAKS for outgoing calls. It is here that you can also specify a "Node identification number", especially if you want to evaluate the call charges for the Corporate Network. This code is normally prepended to the "Calling Number" sent by DAKS. (Default: empty)
Root number for callbacks fromDSAS	Entry field (max. 16 digits) for the DAKS code transmitted by the system to DAKS-Moblie-Client applications on smartphones (Ascom i75, BlackBerry etc.) for callbacks. (Default: empty)

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Maximum no. of available TDM channels	This output field shows how many TDM channels are available to the DAKS server (e. g. 30).
Maximum no. of parallel TDM calls	Selection field to restrict the number of parallel outgoing TDM calls from the DAKS server. This setting applies to all applications independent of the connection type. (Default: unlimited)
Maximum no. of parallel external TDM calls	Selection field to restrict the number of parallel outgoing external TDM (CO) calls from the DAKS server. This setting applies to all applications for connection types in which the "External call" field is selected (Section 4.3.1, "Add and edit a connection type"). (Default: unlimited)
Maximum no. of available VoIP channels	This output field shows how many VoIP channels are available to the DAKS server (e. g. 30).
Maximum no. of parallel VoIP calls	Selection field to restrict the number of parallel outgoing VoIP calls from the DAKS server. This setting applies to all applications independent of the connection type. (Default: unlimited)
Maximum no. of parallel external VoIP calls	Selection field to restrict the number of parallel outgoing external VoIP (CO) calls from the DAKS server. This setting applies to all applications for connection types in which the "External call" field is selected (Section 4.3.1, "Add and edit a connection type"). (Default: unlimited)
Window area "CLIs for Gigaset M2 alarm confirmation call"	
Modus 1 - Initiator disconnect	Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to trigger the Gigaset M2 plus handset to disconnect the confirmation call connection. (Default: empty)
Modus 2 - Initiator listen only	Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to trigger the initiation of the microphone of the Gigaset M2 plus handset. (Default: empty)

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Modus 3 - Talk to Initiator (speakerphone control)	Input field (max. 6 digits) to enter the telephone number that DAKS will use to make a confirmation call to the Gigaset M2 plus handset in order to confirm receipt of the alarm and to activate the speakerphone control mode at the Gigaset M2 plus handset. (Default: empty)

Table 4-2 Description of the fields in the window "Edit basic parameters"

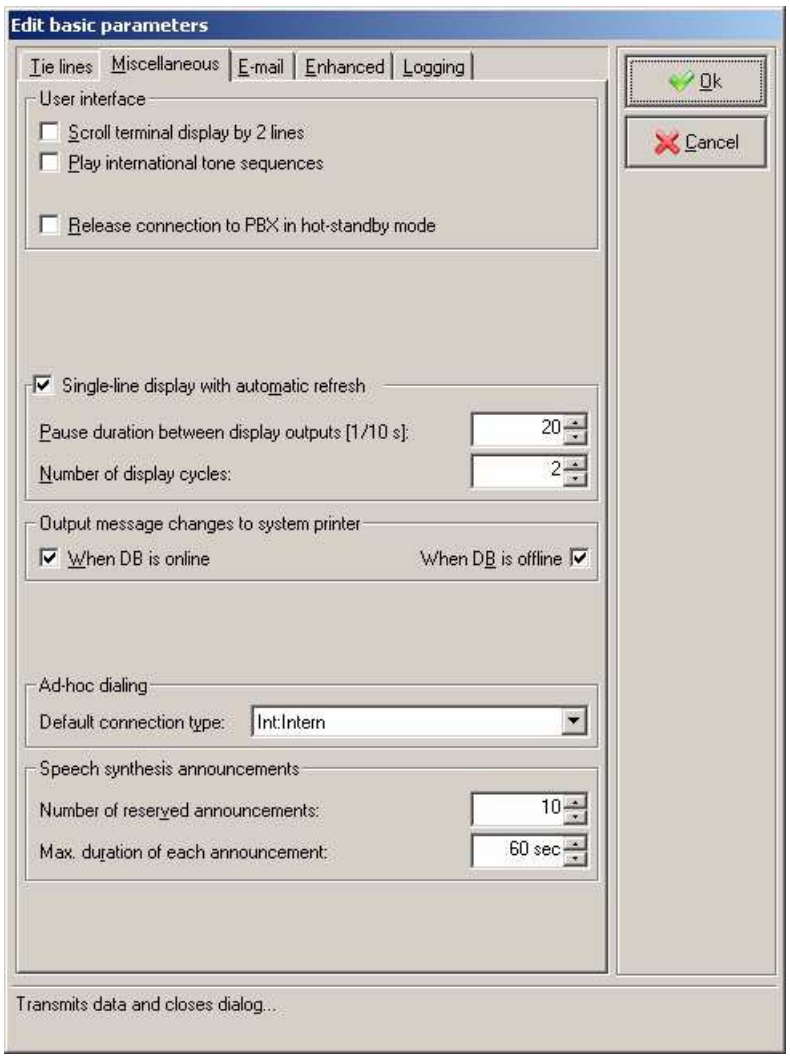
Field	Description
Tab "Miscellaneous"	
	
Window area "User interface"	
Scroll terminal display by 2 lines	If you select this checkbox the display of system telephones with multiline display can be scrolled by two lines (instead of one line) forwards with the ***** key and backwards with the # key. This is particularly useful for long text messages.
Play international tone sequences	If this checkbox is selected, DAKS will play the English/American tones instead of the German ones.

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	Description
Allow multiple PINs	If you select this checkbox a subscriber PIN is no longer unique throughout the system. In this way several subscribers can, for example, share the same PIN. This function has far-reaching implications and, as a result, should only be used in project-dependent exceptional cases.
Release connection to PBX in hot stand-by mode	Note that only if this field is marked the ISDN interfaces in DAKS will be fully released. This makes sure that, in the hot standby mode, a trunk overflow is enabled in the PBX so that a second and active DAKS can be reached.
Window area "Security“	
Security password	Editing this field is restricted to the system administrator (user “sysadm“). If **not** selected, the minimum number of characters for user passwords is 4. If selected, it is verified that while changing the user passwords (Section 7.5.7, "Change own password"), the new password has at least 8 characters.
High-security password	Editing this field is restricted to the system administrator (user “sysadm“) and only if “Security password“ is selected. If selected, it is verified that while changing the user passwords (Section 7.5.7, "Change own password"), the new password has at least 12 characters and consist of numbers, characters and symbols.
Single-line display with automatic refresh	If you select this checkbox the display outputs sent to subscribers are output in single lines only. Texts with over 16 characters are output in blocks of 16 characters each. NOTE: Mark this field for example if you want to connect to a Siemens HiPath 3000 system.
Pause duration between display outputs [1/10s]	This field is only active if the selection filed "Single-line display with automatic refresh" is marked. Input field to enter the time after which the display text is automatically refreshed.
Number of display cycles	This field is only active if the selection filed "Single-line display with automatic refresh" is marked. Input field to enter the number of times you want the display message to be repeated.
Window area "Output message changes to system printer"	

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	Description
When DB is online When DB is offline	If you select this checkbox message changes are output to the system printer depending on whether the DAKS TT database is currently online or offline.
Window area "Time segment properties"	
Number of time segments to use	Selection field (0 to 8) Use this field to define how many of the up to 8 time segments (A to H) shall be utilized (Chapter 4, "Define time segments"). (Default: none).
Window area "Ad hoc dialing"	
Default connection type	Selection field to define the default connection type that shall be used by DAKS for outbound calls to ad hoc connections (e.g. expandable conferences, monitoring calls after setting the active number, callback calls made in broadcasts etc). (Default: "INT:Intern")
Window area "Speech synthesis announcements"	
Number of reserved announcements	Input field to reserve announcements that can be used by the system for speech synthesis (text-to-voice).
Max. duration of each announcement	Input field to define how the announcements reserved for speech synthesis may maximally be.
Window area "ESPA-X resource management"	
Maximum voice memory available	Input field to reserve the voice memory space that can be used by the ESPA-X clients for session-specific voice announcements.

Table 4-2 Description of the fields in the window "Edit basic parameters"

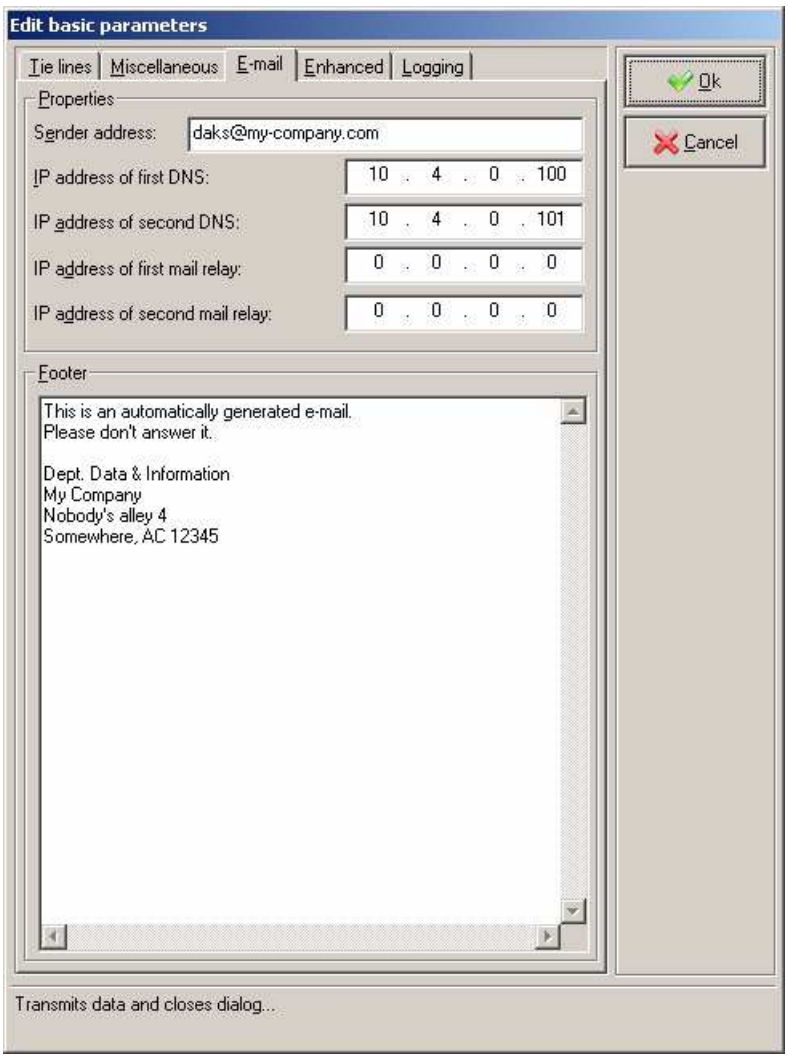
Field	Description
Tab "E-mail"	
	
Window area "Properties"	
Sender address	Input field for the email address that is used by the DAKS server as the return or sender address for the automatic dispatch of E-mails (e. g. daks-server@firma.de). Note that the display color will change during the entry from red to black if the conventions needed for a correct email addresses are met.
IP address of first DNS	Input field for the IP address of the first assigned **D**omain **N**ame **S**erver.

Table 4-2 Description of the fields in the window "Edit basic parameters"

Field	**Description**
IP address of second DNS	Input field for the IP address of a second assigned **D**omain **N**ame **S**erver if the first is not available.
IP address of first mail relay	Input field for the IP address of the first email relay server that is used for the automatic sending of emails.
IP address of second mail relay	Input field for the IP address of a second email relay server that is used for the automatic email dispatch if the first email relay server is not available.
Note: Normally, either the DNS or the relay addresses are entered; your network administrator can give you the necessary IP addresses. If DNS addresses are entered, the DAKS server will attempt to resolve the IP addresses of the email domains by DNS before sending the mails directly to the identified email domain servers. If you enter relay addresses here, the DAKS server will send all outgoing emails directly to the email servers that are indicated here; in return, these email server have to take care of the forwarding of the emails. To do so, the relay servers need to be "relay-capable".	
Footnotes	Input field to enter a static text that will be appended to outgoing e-mails (max. length: 200 characters).

Table 4-2 Description of the fields in the window "Edit basic parameters"

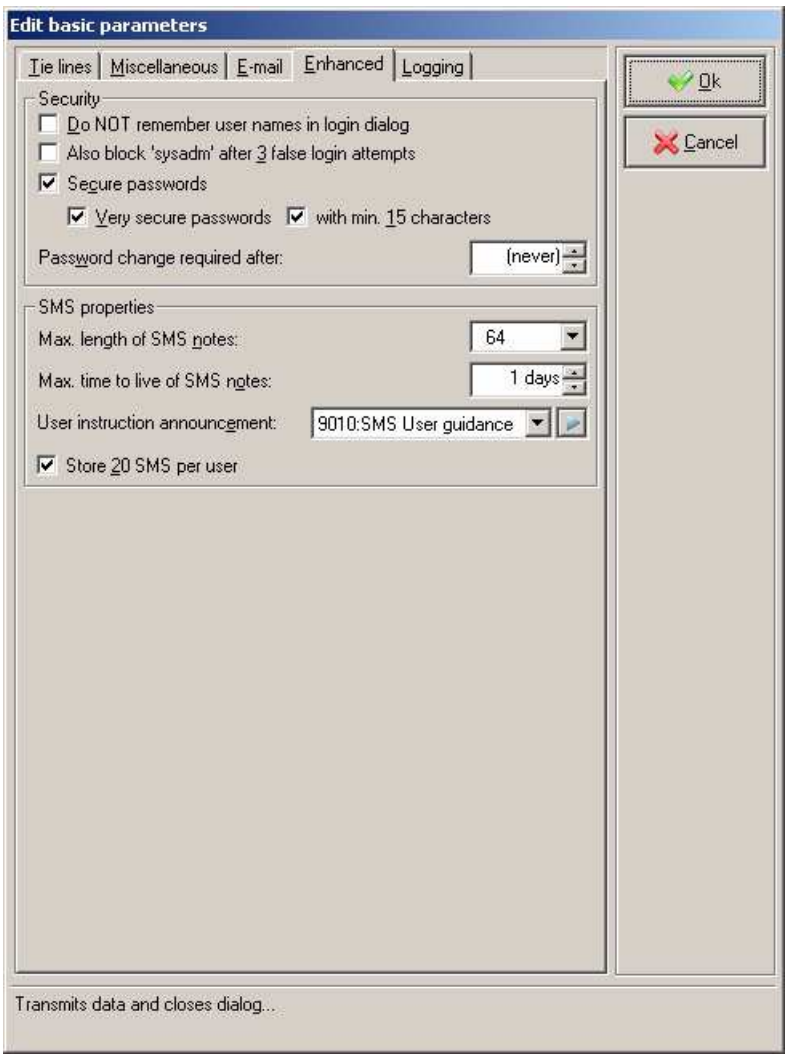
Field	Description
Tab "Enhanced"	
	
Window area "SMS properties" Use the fields in this tab to configure the SMS retrieval service. For a detailed description see Section 5.2, "Configure the SMS retrieval service". **Note** When the parameters "Max. length of SMS notes" and "Store 20 SMS per user" are changed, the SMS memory of the DAKS server will be reformatted and all information stored therein will be lost.	

Table 4-2 Description of the fields in the window "Edit basic parameters"

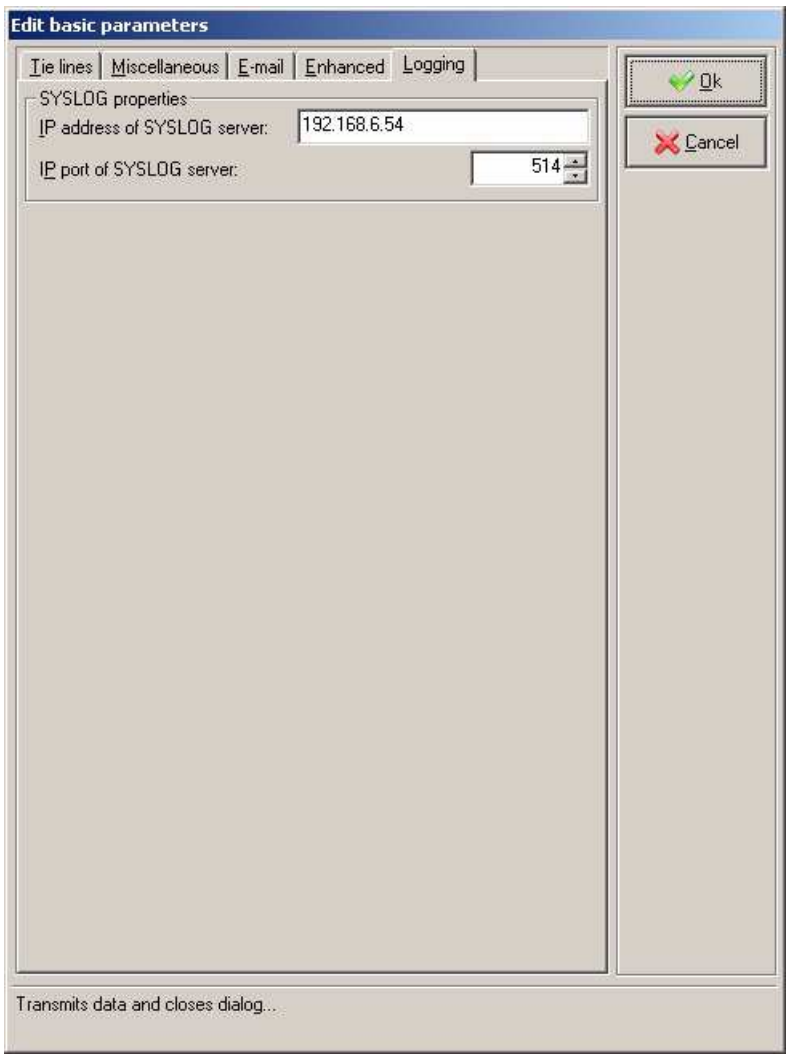
Field	Description
Tab "Logging"	
	
Window area "SYSLOG properties“	
IP address of SYS-LOG server	Input field for the TCP/IP address of SYSLOG server or its computer name.
IP port of SYSLOG server	Selection field for the TCP/IP port used by the SYSLOG server to receive the incoming messages. (Default: 514)

Table 4-2 Description of the fields in the window "Edit basic parameters"

4.3 Set up connection types

Connection types are required for setting up destinations. The following connection types are set up after the installation:

- NDI, no dialing (special subscriber)
- Int, for internal calls
- Ext, for external calls

Further connection types can be set up depending on the respective requirements, e. g. for calling pagers.

4.3.1 Add and edit a connection type

Follow the steps below to add or to edit a connection type:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Connection types" in the list window. All existing connection types will be shown in the list window.
3.	Click on the symbol in the menu bar, or select the connection type that you want to edit and click . This will open the window "Edit connection types".
4.	Enter all relevant data in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 4-3 Add and edit a connection type

Description of the fields in the window "Edit connection types"

Field	Description
Window area "Attributes"	
ID	Input field for an ID of the connection type (max. 3 characters) that precedes the specific information of the call number.
Description	Input field for a brief description of the connection type (max. 30 characters) for display in tables and list fields.

Table 4-4 Description of the fields in the window "Edit connection types"

Field	Description
Terminal type	Selection field for specifying the terminal type. The following possibilities are available: • Special subscriber without dialing • Normal subscriber • Mobile subscriber: with additional "not logged in" status. • Wake-up line: call mode only, no assignment, e. g. for sirens, etc. • Pager with normal dialing: Call as for normal subscribers, call number transmission in the D channel. • Pager with normal dialing and DTMF message and audio: same as "Pager with normal dialing", but followed by group-specific DTMF information to be specified plus the transmission of an audio message in the B channel. • Pager with DTMF dialing: Dialing of prefix in the D channel, call number transmission by DTMF dialing in the B channel. • Pager with DTMF message: as for "Pager with normal dialing", but with additional output of the group-specific DTMF information to be specified in the B channel. • Pager with DTMF message as a "Called Number": same as "Pager with DTMF message", but transmission of the DTMF message as a "Called Number" carried out in the D channel. • Pager with DTMF dialing and audio: same as "Pager with DTMF dialing", but concluding with transfer of an audio message in the B channel. • Pager with DTMF dialing and DTMF message: same as "Pager with DTMF dialing", but with subsequent output of the group-specific DTMF information to be specified in the B channel. • Pager with DTMF dialing and DTMF message and audio: same as "Pager with DTMF dialing and DTMF message", but followed by group-specific DTMF information to be specified plus the transmission of an audio message in the B channel. • Voice Mail: Voice Mail server (Section 12.13, "Voice Mail as a call profile subscriber"). • GSM-SMS via analog or ISDN modem: Dialing of an SMS service center from a separately connected modem connection at the DAKS server; output of a text information in form of an SMS.

Field	Description
Terminal type (continued)	• GSM-SMS via radio modem: Dispatch of an SMS message via a GSM radio modem connection; output of a text information in form of an SMS. • PA Interface: Contact-controlled link-up to a PA system with audio via audio outputs. • ascom OAP-Server: Mobile subscribers in an ascom WLAN network. • GMD-12: Alarm processing and location tracking of a GMD-12 by Böhm Elektronik that can be addressed via DECT • GMD-22: Alarm processing and location tracking of a GMD-12 by Böhm Elektronik that can be addressed via WiFi • eAlarm: The subscriber's call number ingests the subscriber list of an eAlarm server that shall be activated. NOTE: The system allows only 1 connection type „eAlarm“. • BlackBerry: Call number of the BlackBerry handset that can be addressed via the service DSAS.
Window area "Properties"	
External connection	If you select this checkbox the potential restriction of outgoing connections (Section 4.2, "Edit basic parameters") is taken into account and, if necessary, the numeric display information is changed.
Call completion is possible	If you select this checkbox the callback feature can be used for this connection type (Section 12.11, "Set up callback for "Personal calls"").
Connect DTMF decoder for ‘with dialog’ connection	If you select this checkbox the DAKS server activates a DTMF receiving channel for outgoing connections with DTMF/keypad dialog. If this checkbox is not marked, you must be sure that the keypad function is supported by called subscribers. Otherwise dialog is not possible with the DAKS server.
Use TDM only	Specifies that for this connection type all outgoing calls are set up exclusively via TDM channels (ISDN).
Use VoIP only	Specifies that for this connection type all outgoing calls are set up exclusively via VoIP channels (LAN).

Table 4-4 Description of the fields in the window "Edit connection types"

Field	Description
The following selection field is only shown in combination with the terminal types Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio".	
Complete DTMF with:	A DTMF message to a pager can be sent without a concluding character or concluded with "#" or "##". The pause between the # signals is a result of the setting in the "Wait times between DTMF outputs" field in the "Access" tab.
The following selection fields are only shown in combination with the "GSM-SMS" terminal type.	
Bits per character	Selection field for the number of data bits per character (7 or 8) for adaptation to the respective service center (Section 5.5, "Special connection type "GSM-SMS"").
Protocol type	Selection field for the UCP or TAP protocol type for adaptation to the respective service center.
Transmission type	Selection field for the type of analog, X.75 or X.75/T70 data transmission for adaptation to the modem and the respective service center.
Tab "Access"	
Prefix	Input field for the prefix (max. 16 digits). This prefixes all call numbers for this type of connection, e. g. "0" for the CO code or "00171" for D1 cellphones. For GSM-SMS, the call number of the relevant service center to be called (incl. code trunk seizure) must be entered here.
Max. no. of outgoing connections	Selection field to restrict the number of parallel outgoing connections from the DAKS server for this type of connection. This setting applies for all applications, e. g. for limiting access to a paging system or a subsystem. Due to the fact that the GSM-SMS connection type only operates on one channel, this field does not appear for GSM-SMS connection types.

Table 4-4 Description of the fields in the window "Edit connection types"

Field	Description
The following selection fields are only shown in combination with the "Mobile subscriber" terminal type:	
Min. time to release when ‘not logged in’ Max. time to release when ‘not logged in’	Selection fields for defining a time window in which the DAKS server checks the status of the mobile subscriber. If a subscriber is not logged in, cordless systems or cellphone centers normally play either an announcement or a free tone for a limited period of time and without in fact having to signal a call status. The DAKS server evaluates this status as "not logged in" if the connection from the cellphone center is disconnected within the defined time window. (Default 10 and 45 sec.)
The following selection field is only shown in combination with the "Wake-up line" terminals.	
Maximum ringing time	Selection field for the maximum ringing time before DAKS releases the connection again. (Default 60 sec.)
The following selection field is only shown in combination with the "Pager with normal dialing" terminal.	
Seizure time	Selection field for the maximum seizure period before DAKS releases the connection again. (Default 15 sec.)
The following selection fields are only shown in combination with the terminal "Pager with DTMF message", "Pager with DTMF dialing and DTMF message" or "Pager with DTMF dialing, DTMF message and audio".	
Waiting time after seizure until first DTMF	Selection field for the time that the DAKS server waits after reaching the call status until the first DTMF output is carried out. (Default 10 sec.)
Duration between DTMF outputs	Selection field for the time that the DAKS server waits between the individual DTMF outputs. (Default 10 sec.)

Table 4-4 Description of the fields in the window "Edit connection types"

Field	Description
The following selection fields are only shown in combination with the "GSM-SMS" terminal type.	
Max. dialing attempts	Selection field for limiting the number of dialing attempts for fault, busy or not seized from the side of the service center. (Default 3).
Min. interval between dialing attempts	Selection field to set the wait time between the dial attempts when a failure occurs, when line busy or when not by the service center. (Default 60 sec.)
Max. no. of SMS messages per connection	Selection field to define the maximum number of short messages that can be transferred to the same service center in a connection. If more short messages to the service center need to be sent it will be called again. The value that is entered here is defined by the features of the individual service center (Section 5.5, "Special connection type "GSM-SMS""). (Default 10)
The following selection fields are only shown in combination with terminals of the type "PA interface".	
Maximum seizure	Selection field to restrict the audio playback in seconds or cycles (Default: 2 cycles)
Delay betw. contact activation and audio output:	Selection field to define the delay of the audio output after the activation of the corresponding output contact. (Default 3 sec.)

Table 4-4 Description of the fields in the window "Edit connection types"

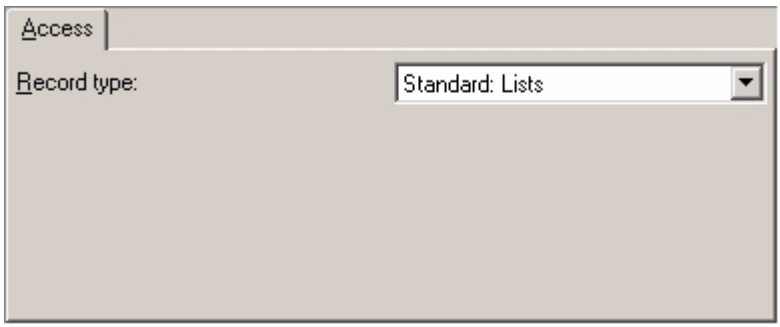
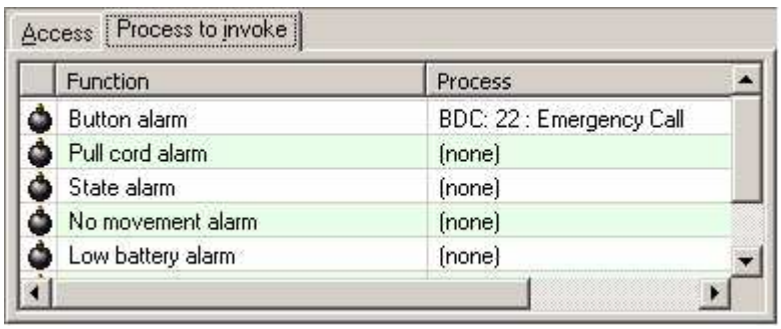
Field	Description
Tab "Access" for „eAlarm“ 	
Record type	This selection field definies which eAlarm record type is used. You may select between: • Standard: Lists — The subscribers phone number identifies the eAlarm list that will be activated. • Standard: Resources — The subscribers phone number identifies the eAlarm resource that will be activated. • Emergency — The subscribers phone number identifies: - with leading * an eAlarm template or - with leading # an eAlarm scenario.
Tab "Process to invoke" 	
Button alarm	This selection field defines the process that is invoked by the system when the emergency button (alarm button) of a terminal that is connected via this connection type is pressed.
Pull cord alarm	This selection field defines the process that is invoked by the system when the cord of a terminal that is connected via this connection type is pulled.
State alarm	This selection field defines the process that is invoked by the system when the state (horizontal/vertical) of a terminal connected via this connection type changes.

Table 4-4 Description of the fields in the window "Edit connection types"

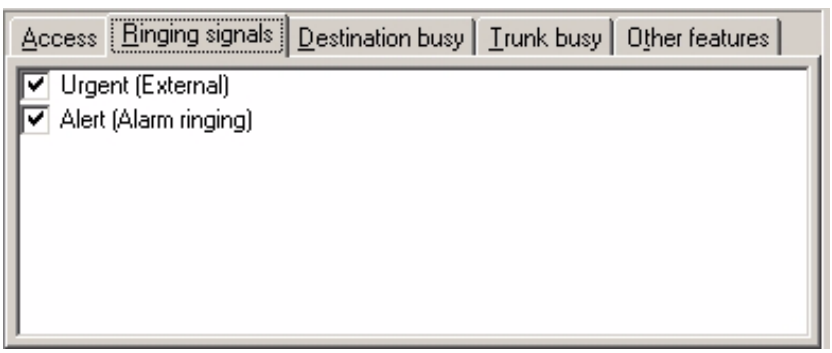
Field	Description
No movement alarm	This selection field defines the process that is invoked by the system when it detects no movement of a terminal that is connected via this connection.
Low battery alarm	This selection field defines the process that is invoked by the system when it detects a low battery of a terminal that is connected via this connection type.
Pre-alert	This selection field defines the process that is invoked by the system when a terminal that is connected via this connection raises a pre-warning/pre-alert.
Trespass alarm	This selection field defines the process that is invoked by the system when a terminal that is connected via this connection type enters a prohibited area.
Tabs "Ringing signals", "Destination busy", "Trunk busy" and "Other features" You can grant releases for "special functions for dialing" in these four tabs. These functions are normally only available in the CorNet network. Note that it is only the functions that are in fact enabled for a connection type that can later be used on a subscriber-specific basis (Section 7.4.2, "Edit destinations"). By blocking functions you can make sure that no CorNet-specific functions are entered outside the actual network. For example, this also assures that no "Forced release" is applied despite the fact that this feature may not be used within a company.	
Tab "Ringing signals" 	
Urgent (External)	Ringing signal with increased urgency (can be set in the PBX, typical: External ringing).
Alarm	Alert ringing signal (can be set in the PBX, typical: Continuous ringing).

Table 4-4 Description of the fields in the window "Edit connection types"

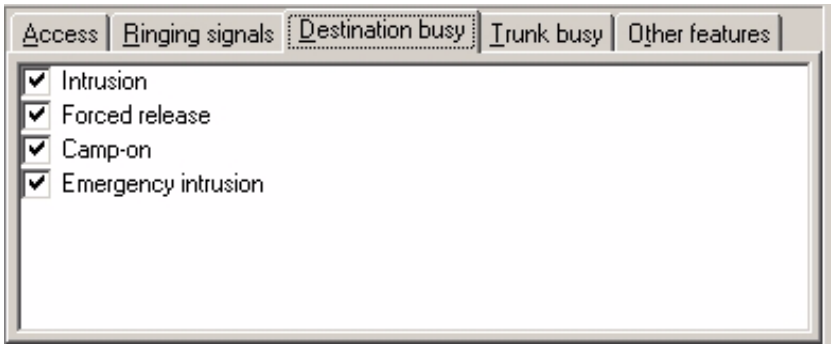
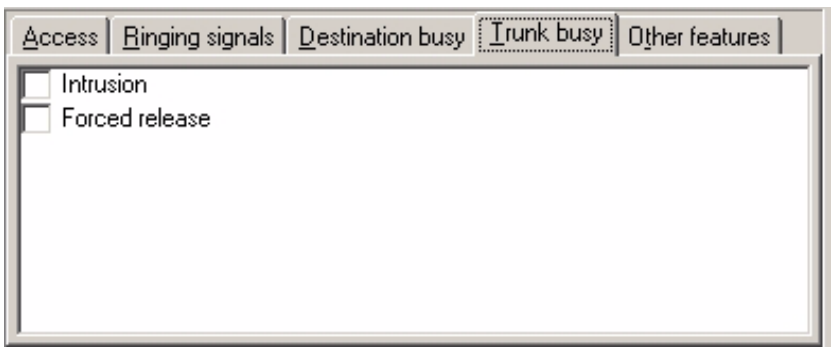
Field	Description
Tab "Destination busy"  In order for the functions listed in this tab to take effect on a terminal, a second call may **not** be released to the terminal.	
Intrusion	An application-specific intrusion announcement that has to be specified is played to the current call. As a result, the subscribers are requested to end the call to release the lines.
forced release	As a result, the ongoing call is automatically terminated. As soon as the subscriber hangs up, he is called again.
camp-on	A camp-on signal is played repeatedly in the current call; the subscriber is requested to end the call or to toggle.
Emergency intrusion	The current call is interrupted. In comparison to normal intrusion, emergency intrusion cannot be blocked by the intrusion guard that is activatable on a subscriber-specific basis.
Tab "Trunk busy" 	

Table 4-4 Description of the fields in the window "Edit connection types"

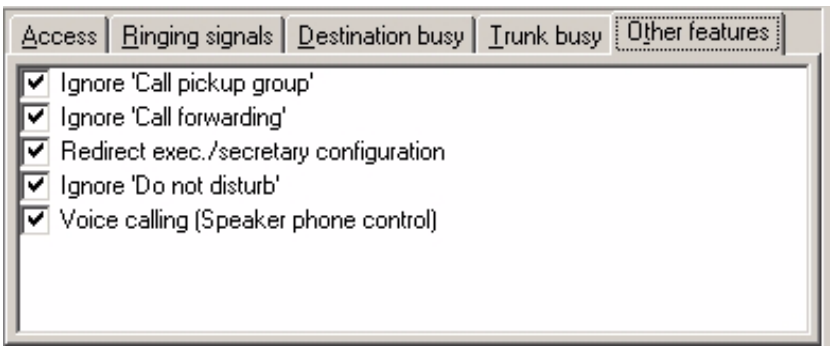
Field	Description
Intrusion	An application-specific intrusion announcement that has to be specified is played in another call conducted through the busy connection route. The subscribers are requested to end the call. The line released as a result is immediately used by the DAKS server to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
forced release	Another call conducted via the busy connection route is automatically interrupted. The line released as a result is immediately used by the DAKS server to reach the actual destination. This process can be repeated many times when there are several busy connection routes.
Tab "Other features" 	
Ignore ‘Call pickup group’	If the called subscriber is in a call pickup group, the remaining members of the call pickup group do not receive any information on the upcoming call. The call can also not be taken by a colleague (particularly important, for "Personal Calls" for example).
Ignore 'Call forwarding'	If you select this checkbox a "call forwarding" or "call forwarding no reply" set up beforehand (even one for "Voicemail") is not carried out. This is particularly important if you want to reach a location and not the employees who normally work there, e. g. in conjunction with building evacuation. Moreover, this function is required in conjunction with call forwarding in a call profile in which the corresponding terminal is entered as a destination.
Redirect exec./secretary configuration	If you select this checkbox the DAKS call will be directed right to the executive you want to reach, even if all his calls are normally routed to his secretary. Note that this checkbox cannot be selected together with "Ignore call forwarding" or "Forced release" functions (not supported by HiPath).
Ignore ‘Do not disturb’	If you select this checkbox an activated "Do not disturb" is ignored (important, for example, in conjunction with emergency calls).

Table 4-4 Description of the fields in the window "Edit connection types"

Field	Description
voice calling (speaker-phone control)	The speaker of a HiPath hands-free phone is automatically activated without the called subscriber having to take the call (e. g. by picking up the handset).

Table 4-4 Description of the fields in the window "Edit connection types"

4.3.2 Delete a connection type

Connection types can only be deleted if no subscriber destination is assigned any longer to this connection type (Section 7.4.2, "Edit destinations"). Any predefined "No dialing" or "Internal" profiles cannot be deleted.

Follow the instructions below to delete a connection type:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Connection types" in the list window. All existing connection types will be shown in the list window.
3.	Select the connection type you want to delete in the list field.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt with **Yes**. The profile will now be deleted. Provided the connection type is still assigned to subscriber destinations, the "Delete connection type with references" window will open (Section 4.3.3, "Edit and delete connection type references").

Table 4-5 Delete a connection type

4.3.3 Edit and delete connection type references

You can call up the window "Connection type with references" directly from the window "Edit connection types". The window lists all subscribers who have a minimum of one destination with this connection type. You can also use the window to edit or delete the subscribers that are listed here.

If you try to delete connection types that are still assigned to subscriber destinations, the "Delete connection type with references" window will automatically pop up.

Follow the steps below to edit or to delete connection type references:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Connection types" in the list window. All existing connection types will be shown in the list window.
3.	Select the connection type that you want to edit and click . This will open the window "Edit connection types".

Table 4-6 Edit and delete connection type references

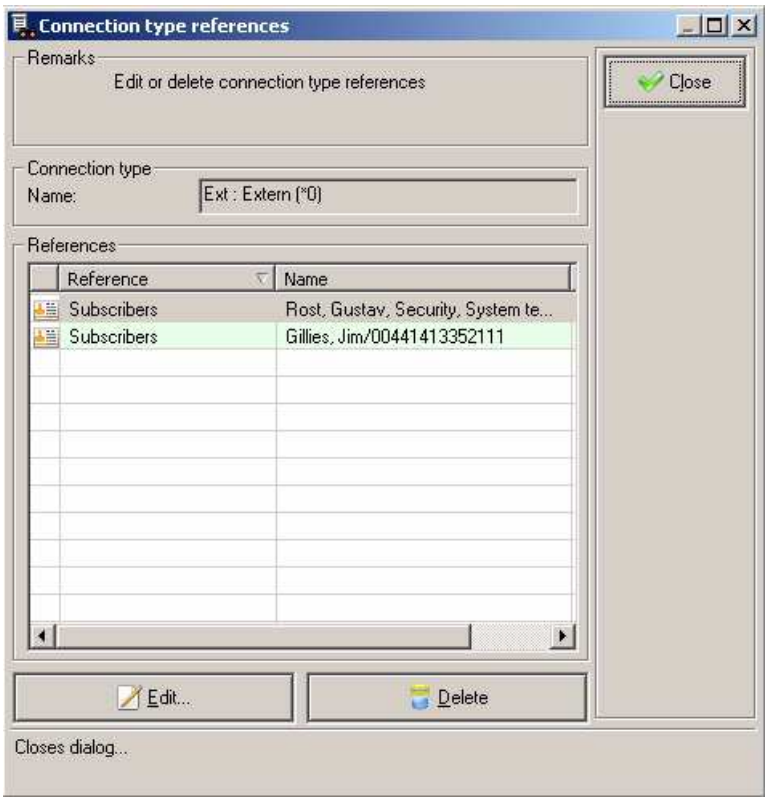
No.	Step
4.	Click on **References**. This will open the window "Connection type references“: 
5.	**Edit Connection type references:** Select the wanted reference entry and click **Edit** or double-click the entry. This will open the window "Edit subscriber". Use this window to make the changes you want to add. **Delete Connection type references:** Select the reference entry to be deleted and click **Delete**. Confirm the prompt with **Yes**. The selected references are set to "No dialing". If the list is empty, the connection type can also be deleted.

Table 4-6 Edit and delete connection type references

4.4 Define time segments

To be able to call different call numbers depending on weekday and time, DAKS divides each day into 48 half-hour segments. Each of these segments can be assigned to a time segment. There are a maximum of 8 time segments that are identified by letters (A to H).

The number of time segments that may be applied is specified in the "Number of available time segments" selection field of the "Edit basic parameters" window (Section 4.2, "Edit basic parameters").

Each subscriber destination can be assigned one or more time segments. Hence, the times at which they can be called can be specified for each call number.

Follow the instructions below to define time segments:

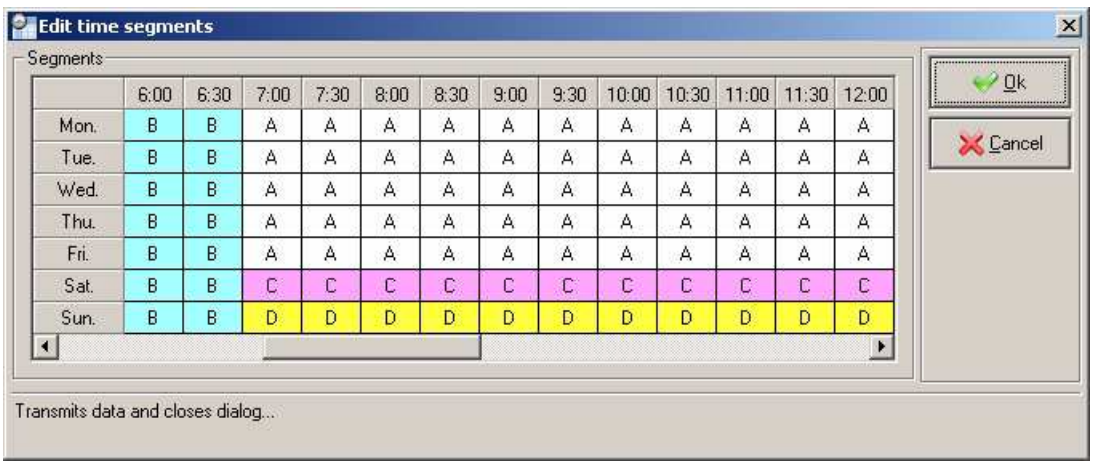
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Select "Time segments" in the list window and click . This will open the window "Edit time segments": 
3.	Select the time segment you want to define with the left mouse key, or select a whole range by moving over the segments with the mouse key pressed.
4.	Press the letter you want assign to the selected time segment or make a right mouse click on the selected time segment and choose the letter in the context menu.
5.	Click **Ok** to save your changes.

Table 4-7 Define time segments

4.5 Define the Dialthru codes

Dialthru codes make it possible to operate the applications of the DAKS server over the telephone. To do so the tie trunk code of the DAKS server is dialed, followed by the dialthru code. Depending on the individual application additional inputs are required.

Follow the below instructions to define the dialthru codes:

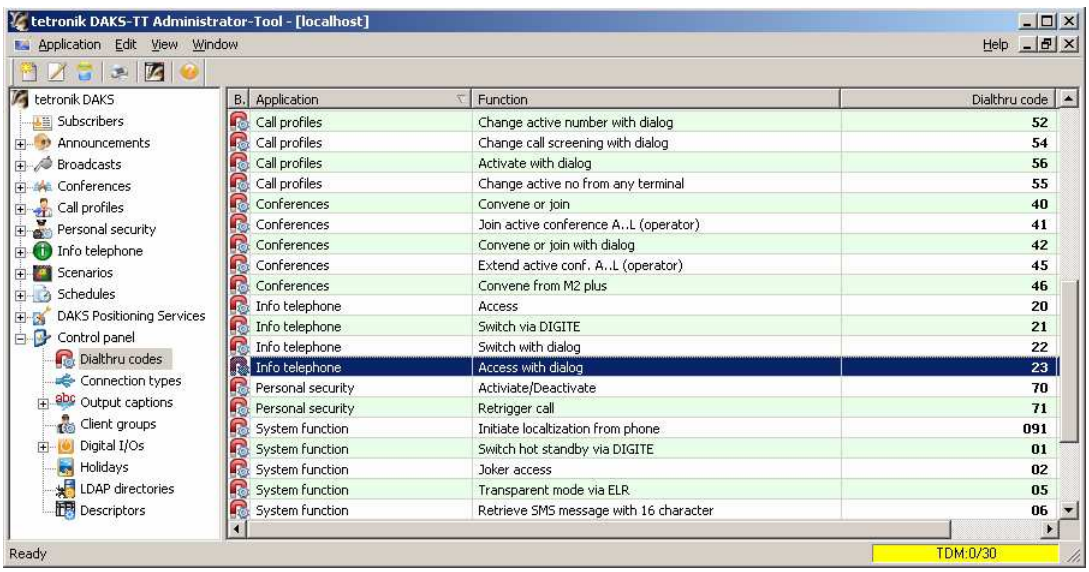
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Dialthru codes" in the list window. All existing dialthru codes will be shown in the list window.
3.	Select the dialthru code to be edited and click . The dialthru code is released for editing. 
4.	Enter the wanted dialthru code, or make a right mouse key click in the list window and select "Set cell(s) to original values" to assign the default values to the selected entries, or make a right mouse key click in the list window and select "Set all to original values" to assign the default values to all entries.

Table 4-8 Define the Dialthru codes

The detailed description of the functions of the existing dialthru codes can be found under "Operating by telephone" of the respective application.

4.6 Create company data

The fields entered in the company data are used for printing and protocols.

Follow the below steps to set up your company data:

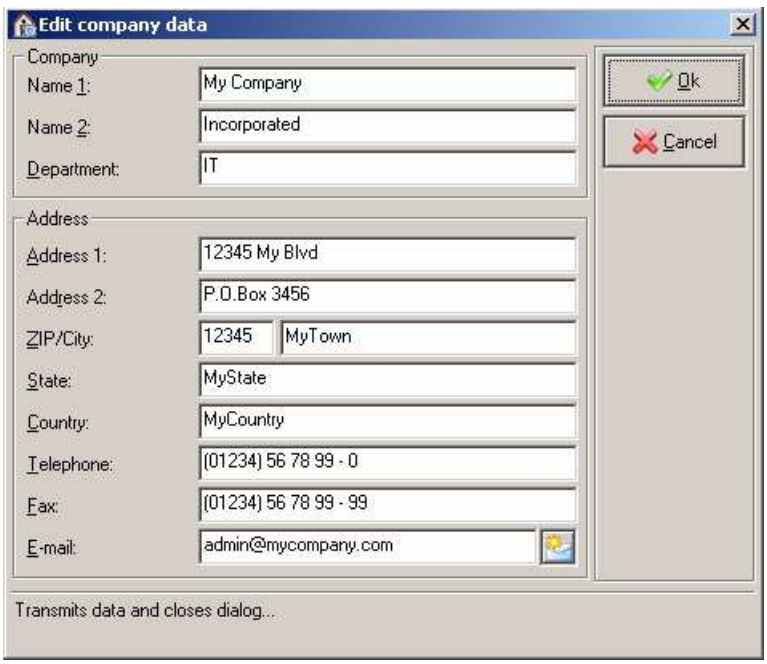
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Select the entry "Company data" in the list field and click . This will open the window "Edit company data": 
3.	Enter the basic data of your company. Up to 50 characters can be entered in all fields. The ZIP field is limited to 12 characters.
4.	Click **Ok** to save your changes.

Table 4-9 Create company data

4.7 Set up clients

DAKS is client-capable and supports one "global" and up to 20 "restrictive" client groups. Subscribers, announcements and applications (broadcasts, conferences, call profiles) are assigned to the client groups.

The client groups can be used to establish closed user groups, for example if you want to create distinct client groups for a company fire service and the security service. The respective Administrators and Operators will then only be able to administrate the subscribers, announcements and processes that also belong to their own group.

Subscribers, announcements and applications that are assigned to the "global" client group can only be administrated by the Administrators of the "global" group.

However, subscribers, announcements and applications of the "global" client group can be viewed by all Administrators and used or activated by all Operators.

For a better overview of client groups or client levels, the layout can be changed in the Administrator-Tool (Section 3.7, "The functions of the Operator-Tool").

Administrators assigned to a particular user group can only view/edit the users, announcements and applications of their own user group.
The "global" client group is output in red in the client administration.

4.7.1 Add new and give new name to existing clients

Follow the below steps to add a new client or to rename an existing client:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Client groups" in the list window. All previously created clients, if available, will be shown in the list window.
3.	Click on the symbol in the menu bar to add a new client, or select the client you want to edit and click on . A new client is created or the client is released for editing.
4.	Enter a name for the client and confirm with **Enter**.

Table 4-10 Add new and give new name to existing clients

4.7.2 Delete clients

Clients can only be deleted if they have no subscribers, announcements or applications assigned to them. The "global" client group cannot be deleted.

Follow the instructions below to delete a client:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Clients". All clients that have been created until this moment will be shown in the list window.
3.	Select the client you want to delete in the list field.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt with **Yes**. The client is deleted. If any subscribers, announcements or applications are still assigned to the client group the user window "Delete client with references" will pop up (Section 4.7.3, "Edit and delete client references").

Table 4-11 Delete clients

4.7.3 Edit and delete client references

You can call up the window "Connection type with references" directly from the window "Edit connection types". The window lists all subscribers who have a minimum of one destination with this connection type. You can also use the window to edit or delete the subscribers that are listed here.

If you attempt to delete clients that are still assigned subscribers, announcements or applications, the "Delete client with references" window is automatically opened.

Follow the below instructions to edit or to delete client references:

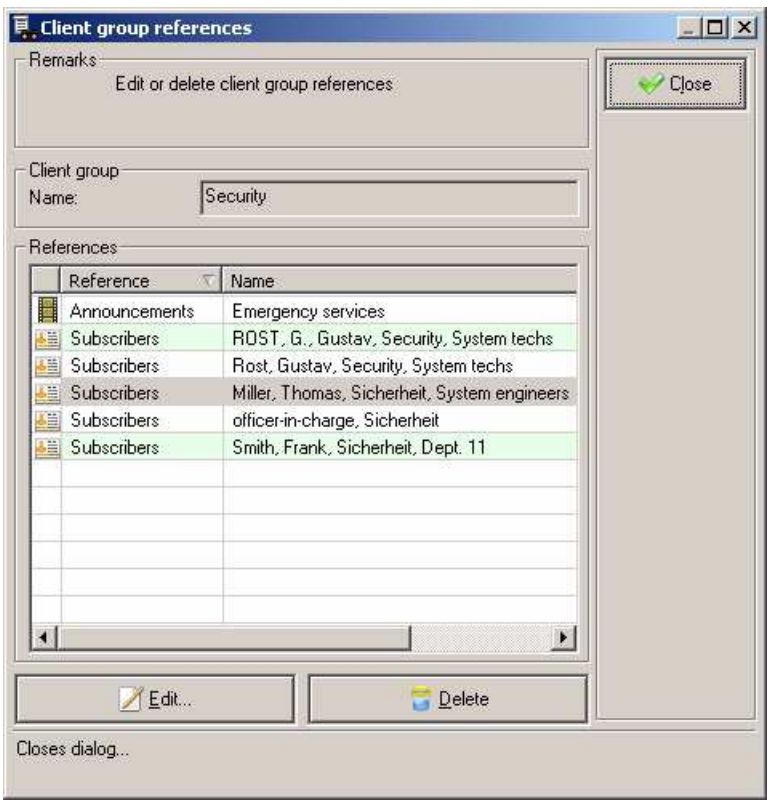
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Client groups" in the list window. All existing clients will be shown in the list window.
3.	Make a right mouse key click the clients in the list window whose references you want to edit. Select "Edit references" in the context menu. This will open the window "Client group references": 

Table 4-12 Edit and delete client references

No.	Step
4.	**Edit client references:** Select the wanted reference entry and click **Edit** or double-click the entry. You are brought directly to the referenced subscriber, announcement or application. **Delete client group references:** Select the reference entry to be deleted and click **Delete**. Confirm the prompt with **Yes**. The selected references are deleted. If the list is empty, the client can also be deleted.

Table 4-12 Edit and delete client references

4.8 Specify system announcements

System announcements guide subscribers through operating processes by telephone. For example, subscribers can be requested to enter their PIN or an ID. After the installation, no system announcements are assigned.
Specific announcements can be assigned to each of the applications.

Follow the below steps to define the system announcements:

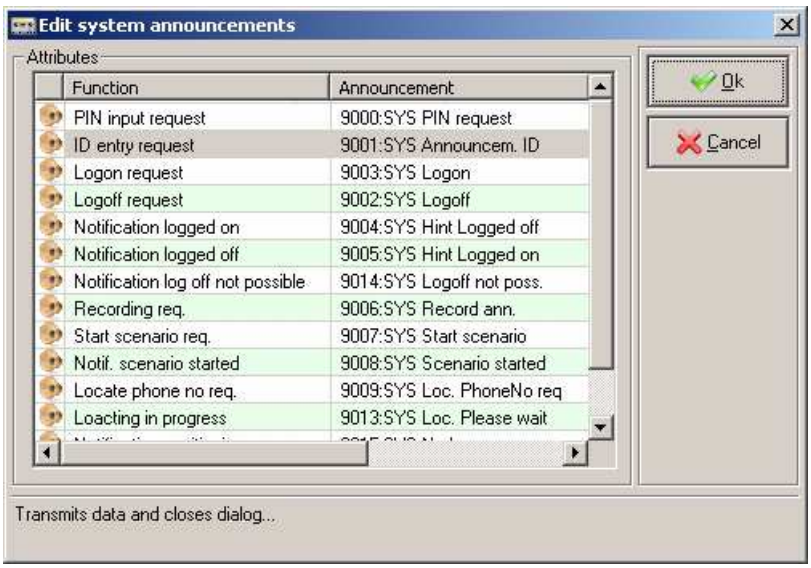
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Select "System announcements" and click . This will open the window "Edit system announcements: 
3.	Select the wanted announcement in the selection fields of the "Announcement" column, or Click the announcement with the right mouse key and select "Set selected entries to default" in the context menu to assign the default announcements supplied to the selected entries, or select "Set all entries to default" in the context menu to assign all entries with the default announcements supplied.
4.	Click **Ok** to save your changes.

Table 4-13 Specify system announcements

4.9 Resources overview

The resources overview gives you an overview of all resources that are available as well as all resources that are being utilized. This makes it possible to quickly identify the extent to which the existing resources of your DAKS server are being utilized.
Resources with a workload between 90% and < 95% will appear in orange. Resources with a workload between 95% and 100% will appear in red.

Follow the below steps to display the resources overview:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Select "Resource usage" and click . This will open the window "Show resource usage".

Table 4-14 Resources overview

Description of the fields in the "Show resource usage" window

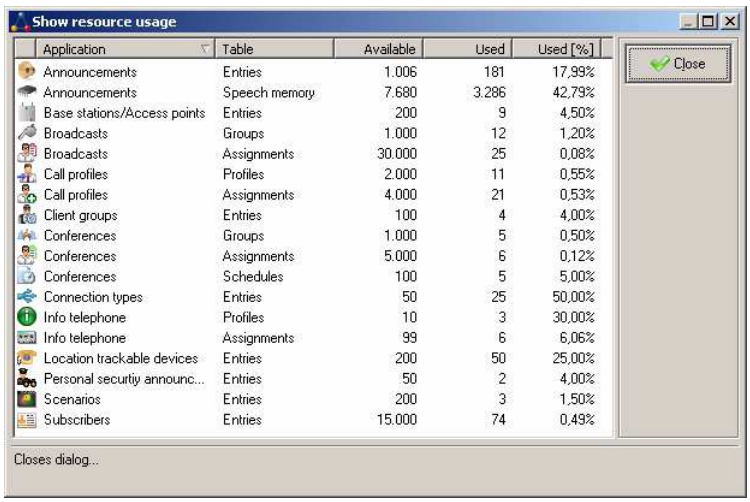
Field	Description
	
Application	Application name
Table	Type of resource
Available	Number of available resources (absolute)
Used	Number of used resources (absolute)
Used [%]	Used resources in percent.

Table 4-15 Description of the fields in the "Show resource usage" window

4.10 Administrate inputs and outputs

The DAKS server provides a range of different inputs and outputs:

- Profibus® inputs
- Optocoupler inputs
- EIBus® inputs
- Optocoupler outputs

Inputs can be used to switch applications through switching contacts. Outputs can be used to switch external devices, for example to activate a siren when a "Fire alarm" broadcast is activated.

For further details on the switching of inputs and outputs, please see the DAKS Service Manual.

4.10.1 Configure Profibus® inputs

DAKS provides up to 704 switch inputs activated by Profibus® DP technology. They can be used to activate applications or to toggle between different system states.

Follow the below instructions to configure a Profibus® input:

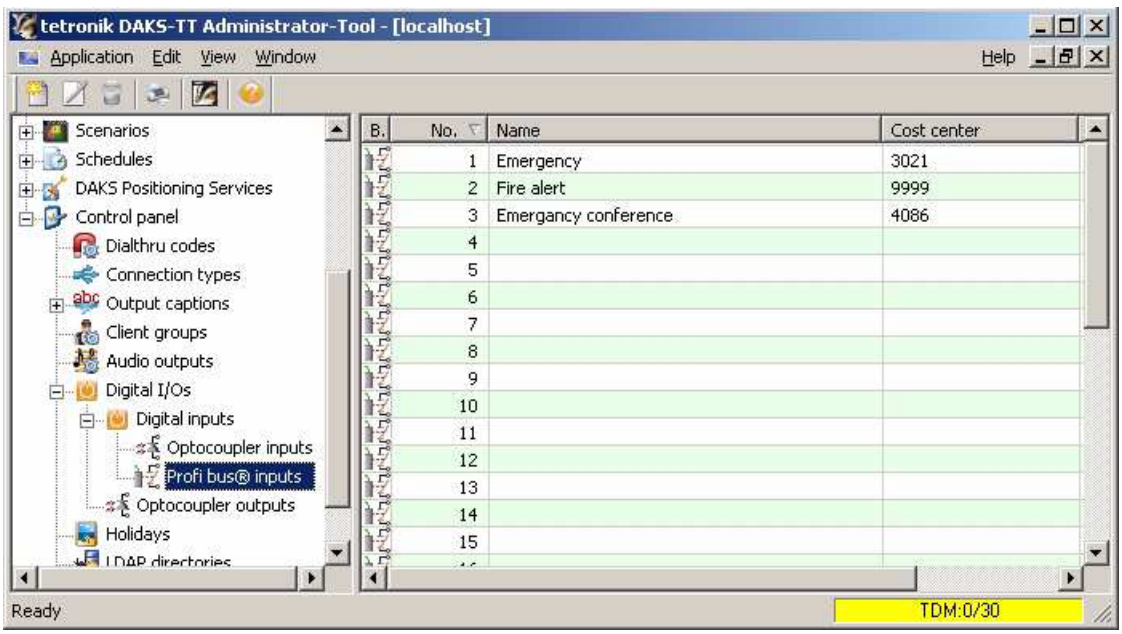
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "Profibus® inputs". All existing Profibus® inputs will be shown in the list window. 
5.	Select the Profibus® input you want to edit and click . This will open the user window "Edit Profibus® input".
6.	Make your settings in keeping with the field descriptionsSection 4.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"".
7.	Click **Ok** to save your entries.

Table 4-16 Configure Profibus® inputs

4.10.2 Delete a Profibus® input

When a Profibus® input is deleted its administrated contact data will be removed. In this process the contact itself will not be deleted but saved as "empty".

Follow the below instructions to delete a Profibus® input:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "Profibus® inputs". All existing Profibus® inputs will be shown in the list window.
5.	Select the input you want to delete in the list field.
6.	Click on the symbol in the menu bar.
7.	Confirm the prompt with **Continue**. The input is deleted.

Table 4-17 Delete a Profibus® input

4.10.3 Configure optocoupler inputs

DAKS offers up to 32 integrated optocoupler inputs that can be used to start applications or to toggle between different system states.

Follow the below steps to configure an optocoupler input:

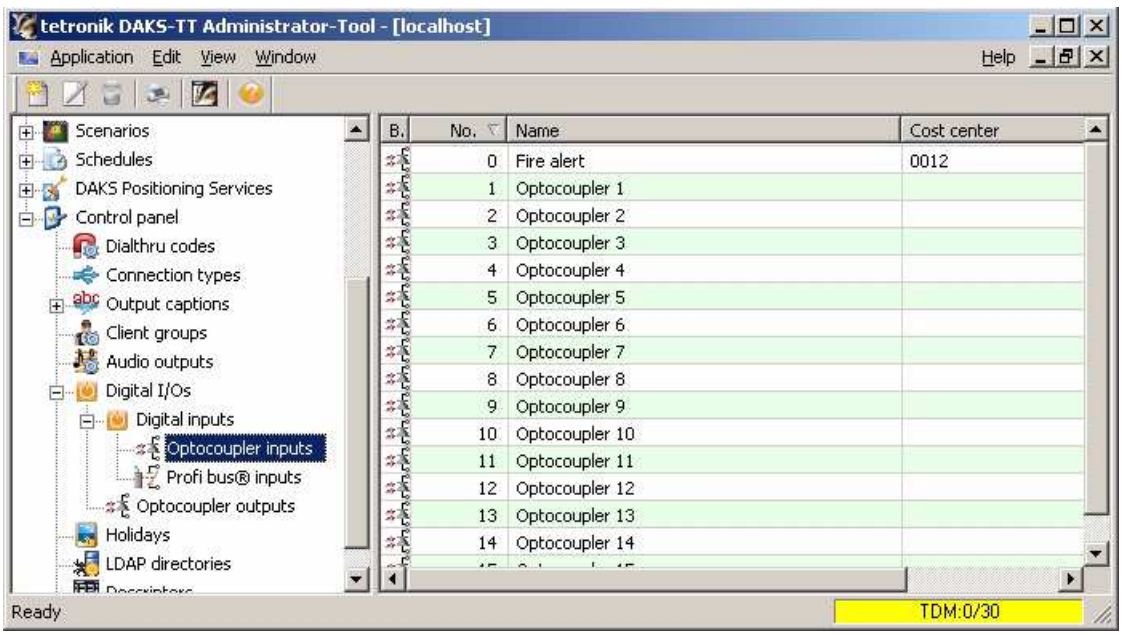
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "Optocoupler inputs". All existing optocoupler inputs will be shown in the list window. 
5.	Selected the optocoupler input you want to edit and and click on . This will open the window "Edit optocoupler Input".
6.	Make your settings in keeping with the field descriptionsSection 4.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"".
7.	Click **Ok** to save your entries.

Table 4-18 Configure optocoupler inputs

4.10.4 Delete an optocoupler input

The deletion of optocoupler inputs removes the entered contact data. In this process the contact itself will not be deleted but saved as "empty".

Follow the below instructions to delete an optocoupler input:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "Optocoupler inputs". All existing optocoupler inputs will be shown in the list window.
5.	Select the input you want to delete in the list field.
6.	Click on the symbol in the menu bar.
7.	Confirm the prompt with **Continue**. The input is deleted.

Table 4-19 Delete optocoupler inputs

4.10.5 Configure EIBus® inputs

DAKS supports the evaluation of up to 250 switching inputs connected via EIBus® -technology. They can be used to activate applications or to toggle between different system states.

Follow the below instructions to configure an EIBus® input:

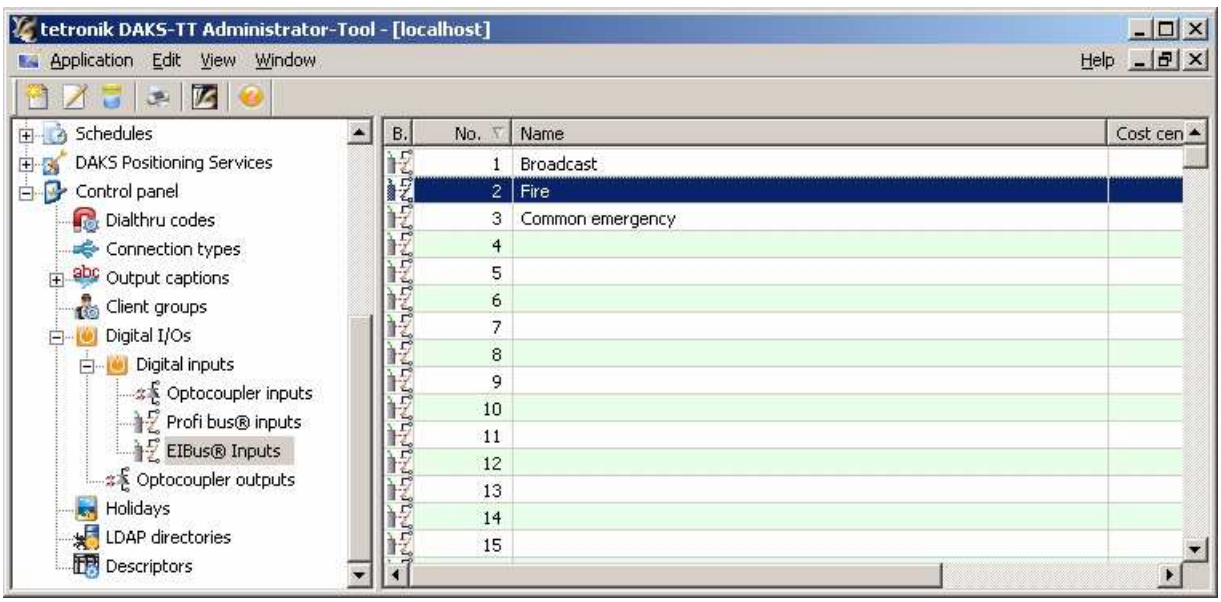
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "EIBus® inputs". All existing EIBus® inputs will be shown in the list window. 
5.	Select the EIBus® input you want to edit and click on . This will open the user window "Edit EIBus® input".
6.	Make your settings in keeping with the field descriptionsSection 4.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"".
7.	Click **Ok** to save your entries.

Table 4-20 Configure EIBus® inputs

4.10.6 Delete an EIBus® input

When an EIBus® input is deleted its administrated contact data will be removed. In this process the contact itself will not be deleted but saved as "empty".

Follow the instructions below to delete an EIBus® input:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Digital inputs". The different digital inputs are shown.
4.	Double-click on "EIBus® inputs". All existing EIBus® inputs will be shown in the list window.
5.	Select the input you want to delete in the list field.
6.	Click on the symbol in the menu bar.
7.	Confirm the prompt with **Continue**. The input is deleted.

Table 4-21 Delete an EIBus® input

4.10.7 Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"

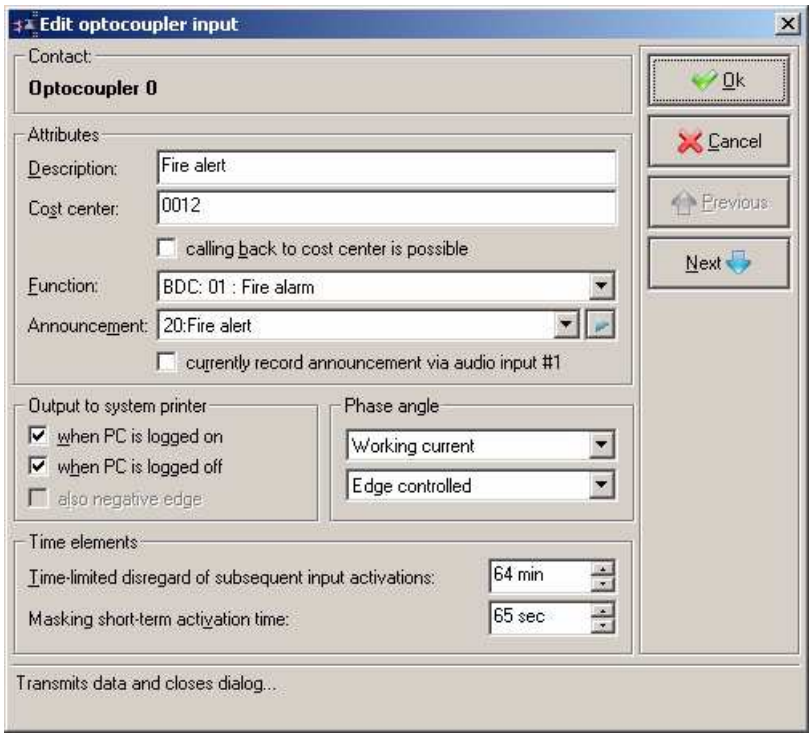
Field	Description
	
Window area "Contact"	
Profibus®, Optocoupler and EIBus®	Display field with the order number of the Profibus®, Optocoupler or EIBus® input.
Window area "Properties"	
Name	Input field to enter a short description of the input (no more than 40 characters) that will be output in tables and list fields.
Cost center	Input field for the cost center (max. 6 digits, numerals, * and #), e. g. for the correct assignment of charges.

Table 4-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
Calling back to cost center is possible	This checkbox is only active if a broadcast has been selected in the "Function" selection field. If you select this checkbox the cost center is considered a call number and the reached broadcast subscriber can, e. g. be called back if necessary by the terminal defined for this purpose. Callbacks can only be carried out with certain group-specific DAKS settings.
Function	Selection field to specify the function of the input. The following options are available to you: • None (Default) • Activation of a specific audio input (1...8) • Activation of Hot Standby (Section 3.9.1, "Activate/deactivate the Hot Standby mode") • Activation of a specific broadcast group, entries with a prepended BDC (Section 9.7, "Administrate broadcast groups") • Activation of a specific personal security measure (Chapter 10, "Set up and Activate the Personal Security Function") • Activation of a specific conference group Entries with a prepended CO (Section 11.7, "Conference group administration") • Activation of a specific Info Telephone profile, entries with a prepended IT (Section 13.6, "Administration of Info Telephone activities")
Announcement	This checkbox is only active if a broadcast has been selected in the "Function" selection field. Selection field for specifying an input-specific announcement to be played during broadcasts instead of group-specific announcements. This means that inputs (contacts) can be assigned special announcements (e. g. "Heating failure") and, for different events, the same group can always be informed, e. g. "Service".
Currently record announcement via audio input #1	The checkbox is only active if a broadcast has been selected in the "Function" selection field. If you select this checkbox the assigned announcement can be recorded via the first audio channel (Section 6.6.6, "Record announcements via any audio channel with a system telephone"), for example to activate a broadcast through a public address (PA) telephone station with according contacts.
Window area "Output to system printer"	

Table 4-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
When DB is online When DB is offline	If the respective checkbox is marked, depending on whether DAKS-TTProcessServer is online or offline, the activation of inputs is logged to the system printer. Changes to contact states are also documented even if they have not been assigned a function.
Also negative edge	This field is only active if you enter the value "(none)" in the field "Time-limited disregard of subsequent input activations". If you select this checkbox the inactive edge is also documented. This affects the following contact-specific functions: • Activate a broadcast, conference or contact selection • Switch Info Telephone • No function Otherwise, this will have no effect (because there is no inactive edge): • in personal security to protect your staff • when activating Hot Standby and • when switching audio inputs
Window area "Phase angle"	
Selection field 1	Selection field to define if the input is fed on • working current (Default or fixed for Profibus® and EIBus® inputs) or • with idle or bias current .
Selection field 2	This field is only visible if a broadcast was selected in the "Function" selection field. Selection field to choose how the contact state is evaluated: • Phase-controlled, i.e. the start of a broadcast but nothing more is triggered when the contact becomes active. • Status-controlled, i.e. start of a broadcast when the contact becomes active and the early termination of the broadcast when the contact becomes inactive again. • Toggling, i.e. start of a broadcast when the contact becomes active and early termination of the broadcast when the contact becomes active once again (typical for a control console with illuminated buttons controlled by optocoupler outputs (Section 4.10.8, "Configure optocoupler outputs")).

Table 4-22 Description of the fields in the window "Edit optocoupler input"

Field	Description
Window area "Time elements"	
Time-limited disregard of subsequent input activations	This field is only active if you selected "phase controlled" in the "Selection field 2" of the window area "Phase angle". Input field to enter a period of time following the activation of the contact during which you want the system to ignore all further activations.
Masking short-term activation time	Input field to enter how long the input signal must have been ongoing and permanent to recognize the contact as activated.

Table 4-22 Description of the fields in the window "Edit optocoupler input"

4.10.8 Configure optocoupler outputs

DAKS supports 16 integrated digital outputs (optocoupler 0...15), with variable assignable functions as well as a relay output with "Ready" function. This makes it for example possible to switch a signal lamp through optocoupler outputs to indicate that the SMS memory in the DAKS server is full.

Follow the below steps to configure an optocoupler output:

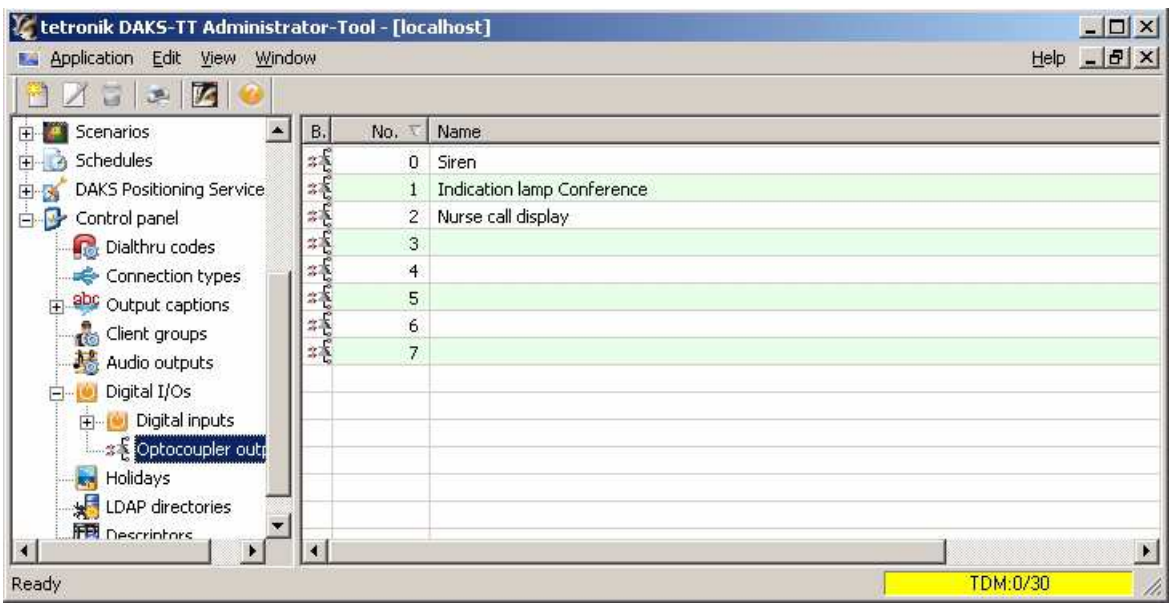
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Optocoupler outputs". All existing optocoupler outputs will be shown in the list window. 
4.	Select the optocoupler output you want to edit and click on . This will open the window "Edit optocoupler output".
5.	Now enter the settings in keeping with the field descriptions.
6.	Click **Ok** to save your entries.

Table 4-23 Configure optocoupler outputs

Description of the fields in the window "Edit optocoupler output"

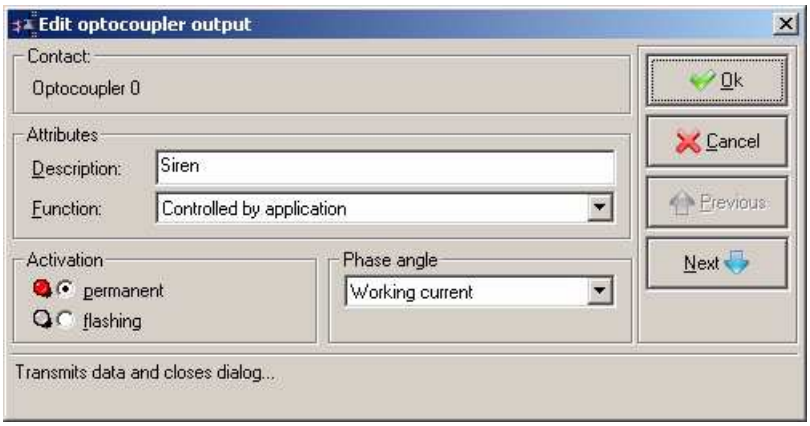
Field	Description
	
Window area "Contact"	
Optocoupler	Display field with the sequential number of the optocoupler.
Window area "Properties"	
Name	Input field to enter a short description of the output (max. 20 characters) that will be output in tables and list fields.
Function	Selection field to specify the function of the output. You can select between the following options: • None (Default) • Controlled by application ("OR function" of all activity requirements of the various groups) • Conference *n* active (with *n* = A...L) • System restarted (will be deleted by the PC after the first system status query) • Controller up and running • Operational readiness (valid data) • Printer output stopped • Printer ready • Hot-standby • At least one TDM PBX interface active • All TDM PBX interfaces active • PC logged on • Data synchronous • Writing to FLASH memory

Table 4-24 Description of the fields in the window "Edit optocoupler output"

Field	Description
Function (continued)	• Announcement recording in preparation or active • Deletion or recording of a general announcement currently active • Deletion or recording of an ad-hoc announcement currently active • High priority activity (at least one high priority activity running) • Profibus active • All Profibus components ready • xLink interface active • SMS memory fulll • GSM-SMS modem ready • 1. interface on 1. auxiliary board active (= 1st port...) • 2. interface on 1. auxiliary board active (= 2nd port...) • 3. interface on 1. auxiliary board active (= 3rd port...) • 4. interface on 1. auxiliary board active (= 4th port...) • LAN ready • DPS active • DCF-77 receiver synchronous • DECTPOS interface active • 1st interface on 2nd auxiliary board active (= 5th port...) • 2nd interface on 2nd auxiliary board active (= 6th port...) • 3rd interface on 2nd auxiliary board active (= 7th port...) • 4th interface on 2nd auxiliary board active (= 8th port...) • NTP server active • SieCare interface active • At least one VoIP PBX interface active • All VoIP PBX interfaces active • E-Alarm server active • Partial failure of power supply • 1st ESPA-X session active • 2nd ESPA-X session active • 3rd ESPA-X session active • 4th ESPA-X session active • 5th ESPA-X session active • 6th ESPA-X session active • 7th ESPA-X session active • 8th ESPA-X session active • 9th ESPA-X session active • 10th ESPA-X session active • 11th ESPA-X session active • 12th ESPA-X session active • 13th ESPA-X session active

Table 4-24 Description of the fields in the window "Edit optocoupler output"

Field	**Description**
Function (continued)	• 14th ESPA-X session active • 15th ESPA-X session active • 16th ESPA-X session active • 17th ESPA-X session active • 18th ESPA-X session active • 19th ESPA-X session active • 20th ESPA-X session active • YELLOW ALERT, becomes active as soon as a system error status is registered with which the DAKS server can, however, still continue to work with limited resources if necessary (e. g. one of several tie lines to the telephone system has dropped out) or functions (e. g. the LAN connection is no longer available). • RED ALERT, becomes active as soon as a system error is registered with which the DAKS server is **not** able to continue to work (e. g. all tie lines to the telephone system have dropped out).
Window area "Activation"	
permanent	If you select this checkbox the output (depending on the function selected) is permanently active.
flashing	If you select this checkbox, the Output, depending on the function that is selected, is activated with "flashing" (1 sec. on/off). In this way you can, for example, easily set signal lamps to "flashing" with no extra effort.
Window area "Phase angle"	
Phase angle	Selection field to define if the output is fed on • working current (Default) or • with idle or bias current .

Table 4-24 Description of the fields in the window "Edit optocoupler output"

4.10.9 Delete an optocoupler output

The deletion of optocoupler outputs removes the entered contact data. In this process the contact itself will not be deleted but saved as "empty".

Follow the below steps to delete an optocoupler output:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Digital I/Os". All existing inputs and outputs are shown in the list window.
3.	Double-click "Optocoupler outputs". All existing optocoupler outputs will be shown in the list window.
4.	Select the output you want to delete in the list field.
5.	Click on the symbol in the menu bar.
6.	Confirm the prompt with **Continue**. The output is deleted.

Table 4-25 Delete an optocoupler output

4.11 Assign audio outputs

If the "Conferences" application is installed, you can record running conferences via the 8 audio outputs on the DAKS server.

Follow the below steps to assign an audio output accordingly:

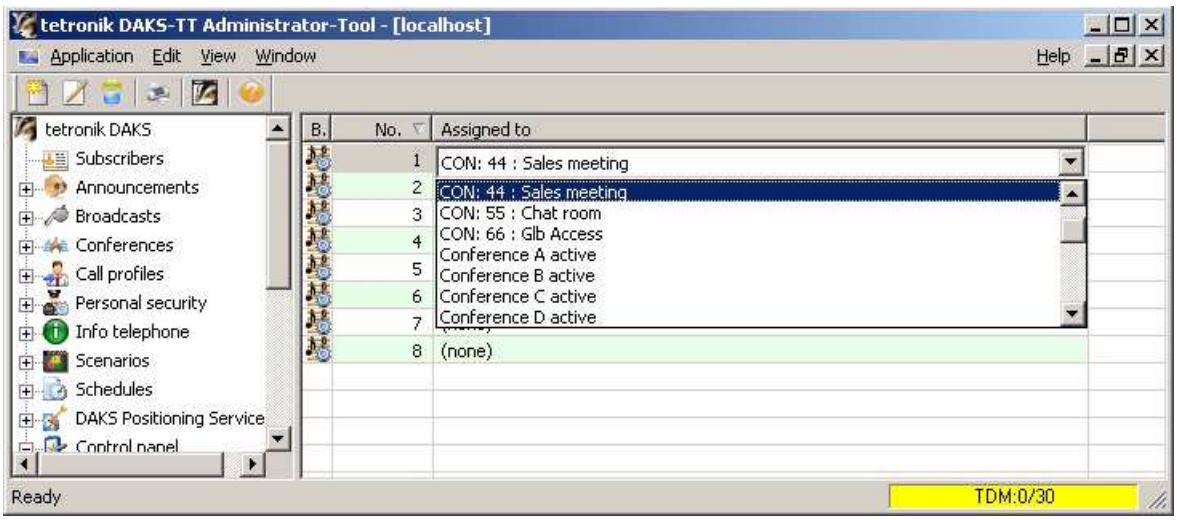
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Audio outputs" in the list window. All existing audio outputs will be shown in the list window.
3.	Double-click the output that you want to edit. The output is released for editing. 
4.	Assign the correct function to the audio output. For a detailed description how to connect audio outputs, please see the DAKS Service Manual. The following three options are available: • (none), i. e. no output function • Output of conference A, B, C, etc. up to max. H, independent of which conference group is active. Function for editing all conferences, whereby you need as many outputs as there are simultaneous conferences taking place for this task. • Output only if a specific conference that has already been set up is active. With this setting, you need one audio output for each conference group that you want to record (fixed allocation).

Table 4-26 Assign audio outputs

4.12 Specify output captions

DAKS supports output captions that can be adapted according to national language and deployment:

- **Display texts** for information or texts for user guidance on digital system telephones with display
- **Printer texts** for printing (by PC and/or system printer with IBM-2 character set)

The individual applications access central tables for outputting these texts.

4.12.1 Edit display texts

As you edit display tests please bear in mind that certain terminals can only display capitals and no German umlauts. Please make sure that you take these features into consideration when you enter a text.

Follow the instructions below to edit a display text:

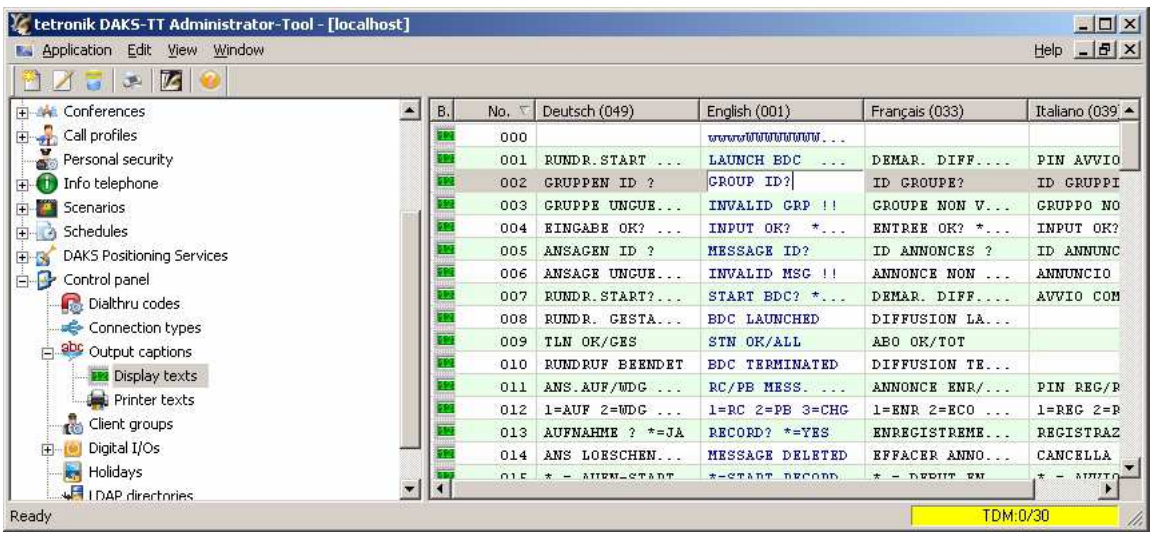
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Output captions" in the list window. The output captions will be shown in the list window.
3.	Double-click on "Display texts" in the list window. The display texts will be shown in the list window.
4.	Double-click the display text you want to edit in the correct language column. The entry is released for editing. 
5.	Change the entry and confirm your input with **Enter**.

Table 4-27 Edit display texts

Initial texts for display outputs after installation

No.	Display text
0	
1	LAUNCH BDC PIN?
2	GROUP ID ?
3	INVALID GRP !!
4	INPUT OK? *=YES
5	ANNOUNCEMENT ID ?
6	INVALID MSG !!
7	START BDC? *=YES
8	BDC LAUNCHED
9	STN OK/ALL
10	BDC TERMINATED
11	RC/PB MESS. PIN?
12	1=RC 2=PB 3=CHG
13	RECORD ? *=YES
14	MESSAGE DELETED...
15	* = START RECORD
16	PLSE TALK #=END
17	PLAYBACK #=END
18	NOT AUTHORIZED
19	MSG PROTECTED
20	COMPOSED MESSAGE
21	INFO TEL. PIN?
22	PROF.1-9,0=OFF?
23	CURRENTLY OFF
24	CURRENT PROFILE
25	PROFILE UNAVAIL.
26	SWITCH OFF
27	CURR. NOT POSS.
28	MSG ID? *=GRP PL
29	MSG ACC. GRP. PLAN
30	INVALID ENTRY
31	CHANGE CALL SCR.
32	0=OFF, 1..9 ?
33	CHANGE ACTIVE NO
34	ACTIVE NUMBER:
35	SAVE? *=YES
36	SAVED

Table 4-28 Initial texts for display outputs after installation

No.	Display text
37	CHANGE? *=YES
38	PHONE NO+# OR # ?
39	MICROPHONE OFF
40	MICROPHONE ON
41	STN DIAL/ALL
42	PROFILE
43	AD HOC CONFERENCE
44	<PHONE># O.#=END
45	PIN?
46	POSITIVE CONFIRM
47	NEGATIVE CONFIRM
48	REC. VIA LF #=STOP
49	* ,LF:1..8=RECORD
50	HOT STANDBY ON
51	HOT STANDBY OFF
52	SMS MESSAGE!!
53	NO MESSAGE!
54	NEW MESSAGE!!
55	CURR. LOGGED OFF
56	LOGON? *=YES
57	CURR. LOGGED ON
58	LOGOFF? *=YES
59	MESSAGE
60	DELETE? *=YES
61	SMS SERVICE PIN?
62	BROADCAST ENDED!
63	PHONE NUMBER+# ?
64	DAKS SMS:
65	!!CONFIRMATION!!
66	1=ACT. 2=DEACT.
67	#=ACTIV. MSG
68	#=DEACTIV. MSG
69	RECORD.. *BDCSTRT
70	1=POS. 0=NEG.
71	1=POS.0=NEG.5=CB
72	1=PO.0=NE.5/6=CB
73	SCEN. START *=YES
74	SCENARIO LAUNCHED
75	MEMB IN CONF

Table 4-28 Initial texts for display outputs after installation

No.	Display text
76	PRIVACY ACT
77	PRIVACY ON
78	RECORD PIN?
79	PLAYBACK PIN?
80	LOG ON/OFF PIN?
81	EXIT #=YES
82	CANCEL CONF #=YES
83	<PNO># (*=DEL)
84	<PNO>#...<PNO># *
85	0=NEG. 5=CB
86	2=ASCND, 8=DCND, #=DCNT
87	POSITIONING PIN?
88	POSITIONING
89	0..9 confirm
90	LOGOFF NOT POSS
91	COMPLETED
92	! COMPL. MESSAGE !
93	9=COMPLETED
94	9=END LOCALIZ.
95	5=Speak
96	WRONG VERSION
97	NEW MESSAGE
98	SUFFIX DIALING ?
99	INFOTEL ID ?
100	SECURITY-CODE ?
101...199	

Table 4-28 Initial texts for display outputs after installation

4.12.2 Edit printer texts

Follow the instructions below to edit a printer text:

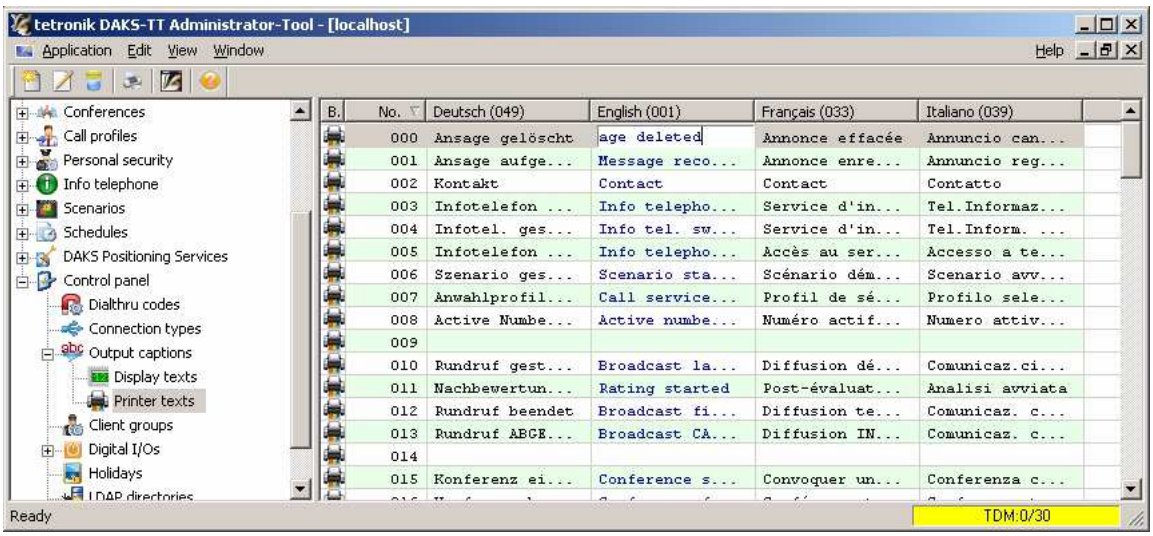
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Output captions" in the list window. The output captions will be shown in the list window.
3.	Double-click on "Printer texts" in the list window. The printer texts will be shown in the list window.
4.	Double-click the display text you want to edit in the correct language column. The entry is released for editing. 
5.	Change the entry and confirm your input with **Enter**.

Table 4-29 Edit printer texts

Initial texts for printer outputs after installation

No.	Printer text
0	Message deleted
1	Message recorded
2	Contact
3	Info Telephone OFF
4	Info tel. switched to profile
5	Info Telephone access
6	Scenario started
7	Call service activated
8	Active number changed
9	
10	Broadcast launched
11	Rating started
12	Broadcast finished
13	Broadcast CANCELED!
14	
15	Conference set up
16	Conference finished
17	Conference CANCELED!
18	Conference extended by [min]:
19	key:
20	not reached
21	reached
22	pos. confirmation
23	neg. confirmation
24	disconnected
25	active
26	passive
27	Microphone on
28	Microphone off
29	waiting
30	via data interface
31...33	
34	launched via time control
35	launched via telephone
36	launched via contact
37	launched via PC

Table 4-30 Initial texts for printer outputs after installation

No.	Printer text
38	launched via controller
39	launched via console
40	Cost center
41	No.of subscribers
42	Subscribers reached
43	Subscribers not reached
44	
45	catenated with
46	decatenated from
47	Privacy on
48	Privacy off
49	
50	Hot Standby on
51	Hot Standby off
52	Subscriber logged on
53	Subscriber logged off
54	SMS timeout for PIN
55	Positioning of:
56	Positioning results:
57	Completed message received
58...59	
60	Quick dial subscriber
61	Contact dial subscriber
62...69	
70	Personal protection activated
71	Personal protection deactivated
72	Observation call successful
73	Observation time retriggered
74	Personal security alarm
75...79	
80	Message activated
81	Message deactivated
82...89	
90	Program started
91	Program finished
92	User logged in
93	User logged out
94	Connected to server
95	Disconnected from server

Table 4-30 Initial texts for printer outputs after installation

No.	Printer text
96	Initialization started
97	Initialization CANCELED!
98	Initialization finished
99	
100	DAKS ALERT:
101	BROADCAST NAME:
102	BROADCAST ID:
103	TIME STARTED:
104	TIME ENDED:
105	SUBSCRIBERS:
106	REACHED:
107	NOT REACHED:
108	POSITIVE CONFIRMATION:
109	NEGATIVE CONFIRMATION:
110	OVERALL RESULT: successful
111	OVERALL RESULT: not successful
112	SUBSEQUENT BRODCAST NAME:
113	SUBSEQUENT BRODCAST ID:
114...199	

Table 4-30 Initial texts for printer outputs after installation

4.13 Create LDAP directories

DAKS subscribers from external address directories (meta directories) can be imported via the Administrator-Tool, provided they have an interface to the internet protocol LDAP.

Familiar meta directories are, for example:

- Active Directory by Microsoft,
- Domino Server by Lotus, and
- DirX as well as HiPath-UserManagement by Siemens.

To access a meta directory, the connections to the meta directory server (LDAP directories) as well as their objects or classes must first be clearly specified in the Administrator-Tool.

Users can define up to 20 LDAP directories within DAKS.

The actual import of the address data is effected with the help of a subscriber list (Section 7.6, "Add and collate subscribers from LDAP directories").

4.13.1 Add and edit LDAP directories

Follow the below instructions to add or edit an LDAP directory:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on the entry "LDAP directories" in the list window. The list window displays every LDAP directory that is currently available.
3.	Click on the symbol in the menu bar, or select the LDAP directory you want to edit and click . The window "Edit LDAP directory" will pop up.
4.	Enter all relevant data in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 4-31 Add and edit LDAP directories

Description of the fields in the window "Edit LDAP directory"

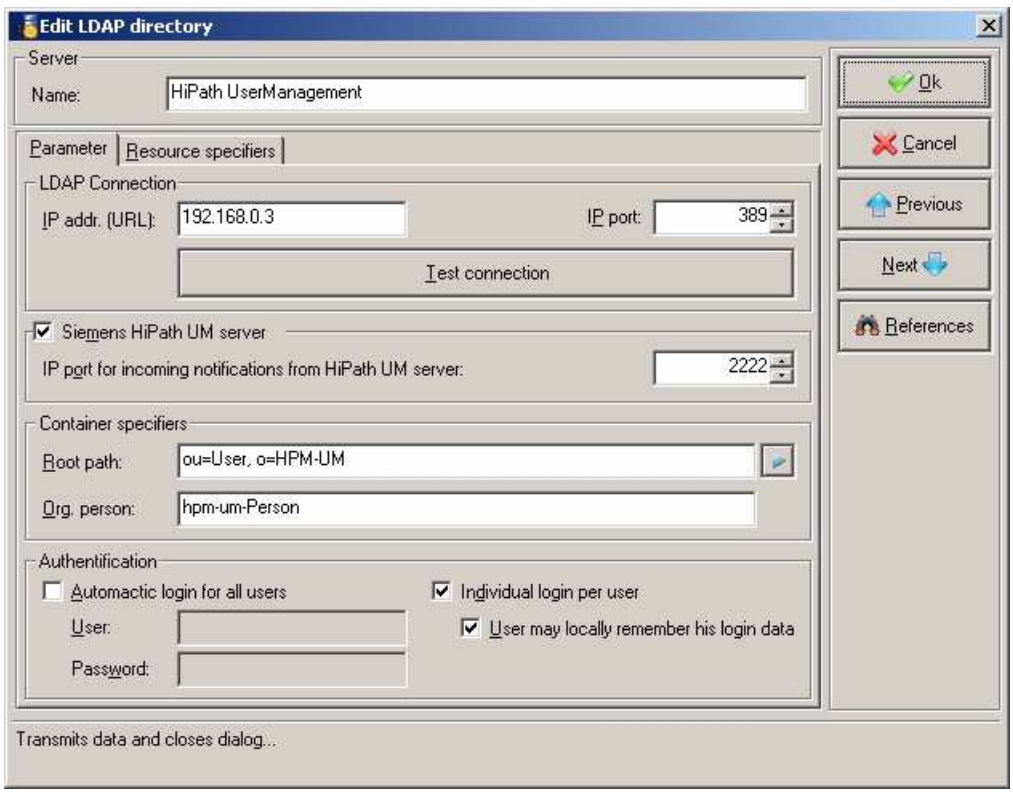
Field	Description
Window area "Server"	
Name	Input field for a brief description of the LDAP server (max. 30 characters) for its listing in tables and list fields.
Tab "Parameters" 	
Window area "Connection"	
IP addr. (URL)	TCP/IP address or computer name of the LDAP servers.
IP port	TCP/IP port used by the LDAP server for queries.
	click **Test connection**. Correct your entries if an error message appears.

Table 4-32 Description of the fields in the window "Edit LDAP directory"

Field	Description
Siemens HiPath UM server	Please note that if this field is checked, the server in question is a Siemens HiPath UserManagement server (see Chapter 4, "Special characteristics of Siemens HiPath UserManagement servers").
IP port for incoming notifications from HiPath UM server	Specifies the TCP/IP port where DAKS/TTDbServer listens for messages received from the LDAP server.
Root path	"root" path of the LDAP server, used to store its directory. Usually, this entry is structured as follows: • in Siemens HiPath UserManagement: "ou=User, o=HPM-UM" • in Microsoft Active Directory: "CN=Users, DC=<mycompany>,DC=<de>“ • for other servers: see documentation of the respective LDAP server.
Window area "Authentication"	
User	Please enter a user who is authorized to address inquiries to the LDAP server. If you want to carry out anonymous queries, no entries need to be made in this field.
Password	Please use this field to enter the password for the user you specified in the field before. If you want to carry out anonymous queries, no entries need to be made in this field.
Individual login per user	If this box is checked, every user must sign on individually for queries using the LDAP server.
User may locally remember his login data	If this box is checked, every user may store his authentication per server locally. This enables the Administrator-Tool to retain the authentication data also past the program end. The authentication data is stored encoded in the Windows registry.
Window area "Container specifiers"	

Table 4-32 Description of the fields in the window "Edit LDAP directory"

Field	Description
Org. person	This field ingests the name of the object class that is used in the LDAP server to store the address data. In general, this entry has the following format: • Siemens HiPath UserManagement: "hpm-um-Person" • Microsoft Active Directory: „OrganizationalPerson" • Other servers: mostly also "organizationalPerson", see documentation of the LDAP server.
	click this button to open the following menu: Select the corresponding menu item to enter the default values for the fields "Root path“ and "Org person“.
Automatic login for all users	If this box is checked, all users will be logged onto the LDAP server with the same user name and password for queries or collations (see the next two fields).

Table 4-32 Description of the fields in the window "Edit LDAP directory"

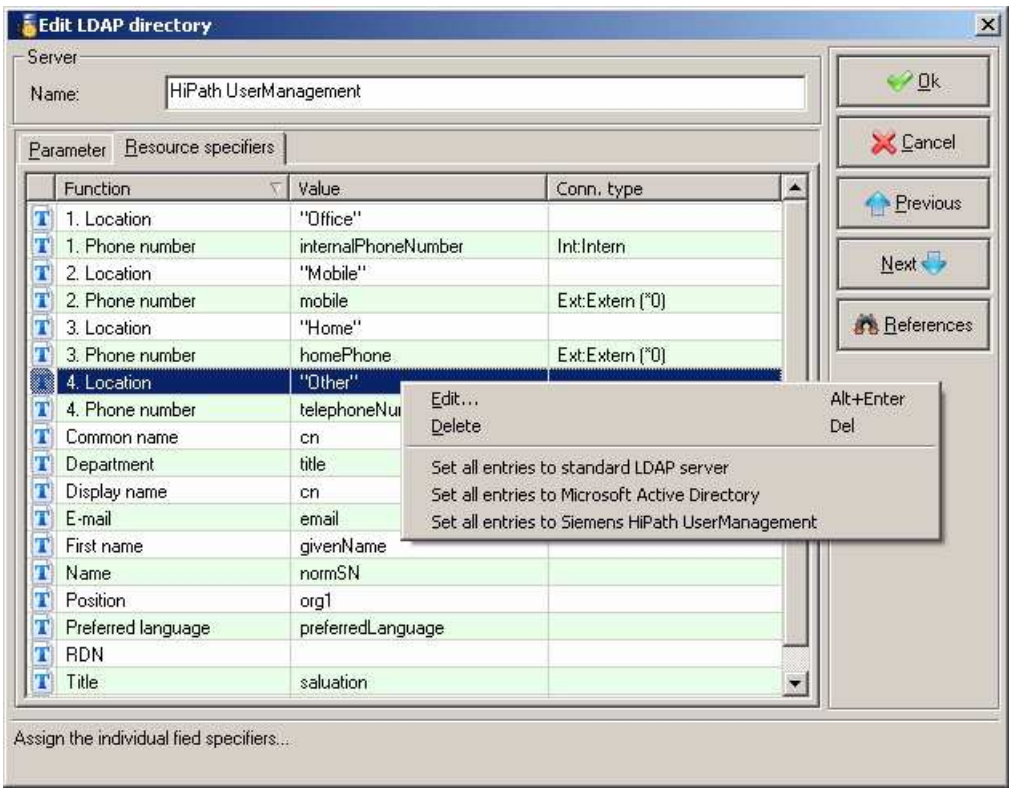
Field	Description
Tab "Resource specifiers"	
	
Field of table	The column "Function“ covers all fields in the DAKS subscriber list that can ingest an import from the LDAP directory. Use the column "Value" to edit the matching field name of the LADP container that you specified under "Org. Person“. Note that all information that is placed in quotation marks will be copied as static text and in the same way in which it is output here (e.g. "`Office`"). Use the column "Conn. type" to edit the default value of the connection type that you want to utilize for the call numbers. Make a right mouse click to open the context menu that can be seen in the window. Use this menu to have the usual field names entered in the LDAP files that are listed there.

Table 4-32 Description of the fields in the window "Edit LDAP directory"

4.13.2 Special characteristics of Siemens HiPath UserManagement servers

Starting from version 6.1, the DAKS Rel. 7, HiPath DAKS V3 R1 comes with an extended interface to the Siemens HiPath UserManagement.

The LDAP interface serves not only to copy address datasets to the subscriber list, it also enables DAKS to link the copied datasets with its HiPath UserManagement sources and register itself there for possible changes that are made to the datasets. If any of these datasets is modified or deleted in HiPath UserManagement, DAKS-TTDbServer will receive a corresponding notification and highlight the pertinent subscriber entry in color.

In a separate step, the datasets that are highlighted in this way can thus be verified by a DAKS Administrator.

The reasons why this is not effected automatically are:

- Changes of name fields of a set of data can have repercussions on subscriber's assignment to the different application groups.
- Changes made to the telephone numbers belonging to a dataset might affect the assignment of the connection type for these numbers.

4.13.3 Example configurations

Siemens HiPath UserManagement server

Field	Contents
Name	e.g. My company
IP addr. (URL)	IP address of your HiPath UserManagement server
IP port	389
Root path	ou=User, o=HPM-UM
Automatic log-on for all users	Marked
User	<empty>
Password	<empty>
Individual sign-on for each user	Not marked
User may store his password locally	Not marked
Org. person	hpm-um-person
1. Name field (e. g. "Name“)	normSN
2. Name field (e. g. "First name“)	givenName
3. Name field (e. g. "Department“)	org1
4. Name field (e. g. "Position")	title
General name	cn
Displayed name	cn
Preferred language	preferredLanguage
Unequivocal identifier	umuid
E-mail	E-mail
RDN	<empty>
Title	salutation
1. Phone number	internalPhoneNumber
1. Location	Internal
1. Connection type	"INT:Intern"
2. Phone number	mobile
2. Location	Mobile
2. Connection type	"EXT:External"

Table 4-33 Example configuration "Siemens HiPath UserManagement“

Field	**Contents**
3. Phone number	homePhone
3. Location	Home
3. Connection type	"EXT:External"
4. Phone number	telephoneNumber
4. Location	Other
4. Connection type	"EXT:External"

Table 4-33 Example configuration "Siemens HiPath UserManagement“

Microsoft Active Directory

Field	Contents
Name	e.g. My company
IP addr. (URL)	IP addr. of your Active Directory server
IP port	389
Root path	e.g. CN=Users, DC=mycompany, DC=de
Automatic log-on for all users	Not marked
User	<empty>
Password	<empty>
Individual sign-on for each user	Marked
User may store his password locally	Marked
Org. person	OrganizationalPerson
1. Name	sn
2. Name	givenName
3. Name	department
4. Name	description
General name	cn
Displayed name	displayName
Preferred language	preferredLanguage
Unequivocal identifier	sAMAccountName
E-mail	mail
RDN	rdn
Title	title
1. Phone number	telephoneNumber
1. Location	Internal
1. Connection type	"INT:Intern"
2. Phone number	mobile
2. Location	Mobile
2. Connection type	"EXT:External"
3. Phone number	homePhone
3. Location	Home

Table 4-34 Example configuration "Microsoft Active Directory"

Field	Contents
3. Connection type	"EXT:External"
4. Phone number	internationalISDNnumber
4. Location	Other functions
4. Connection type	"EXT:External"

Table 4-34 Example configuration "Microsoft Active Directory"

4.13.4 Delete LDAP directories

Please note that before an LDAP directory can be deleted, all references of its listed subscribers must be removed (Section 4.13.5, "Edit or delete LDAP directory references").

Follow the instructions below to delete a LDAP directory:

No.	Step
1.	Select "LDAP directory" in the tree view. This will open a list of all registered LDAP directories.
2.	In this list, please select the LDAP directory you want to delete. You can also select several directories at the same time.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The directory is deleted. If any subscribers references to this LDAP directory should still exist after the directory is deleted, the "LDAP directory references" window will automatically open up (Section 4.13.5, "Edit or delete LDAP directory references").

Table 4-35 Delete LDAP directories

4.13.5 Edit or delete LDAP directory references

The window "LDAP directory references" can be opened directly from the window "Edit LDAP directory". The "LDAP directory references" window lists all subscriber that refer to this LDAP directory, i. e. every subscriber who was previously copied from this directory. In the "LDAP directory references" window you can edit the subscriber-specific data or delete the references to the LDAP directory altogether.

If you try to delete an LDAP directory that is still being referred to by subscribers, the window "LDAP directory references" will automatically pop up.

Follow the below steps to edit or delete LDAP directory references:

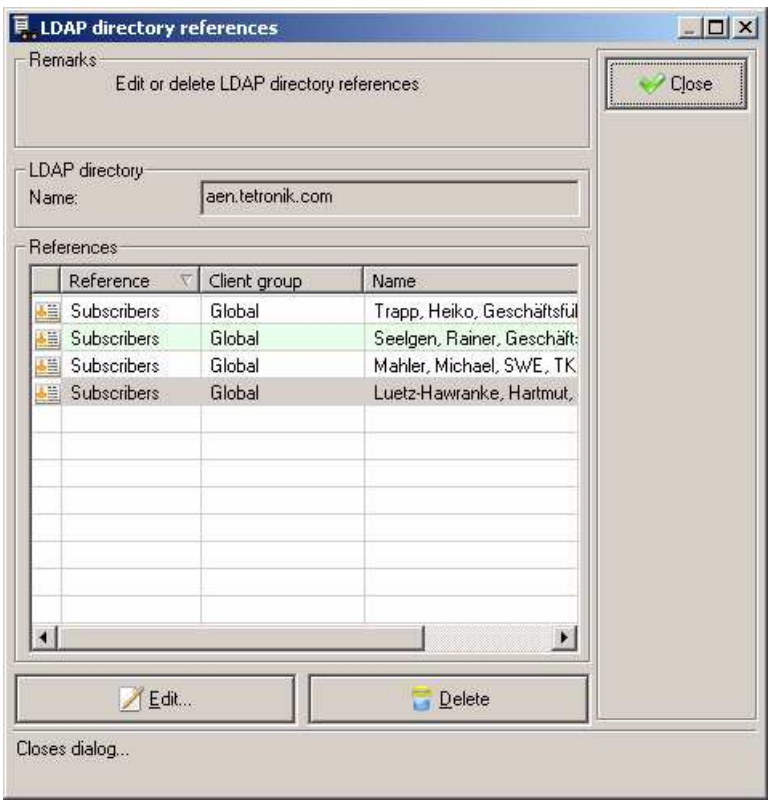
No.	Step
1.	Select the LDAP directory you want to edit and click **References**. This will open the window "LDAP directory references". 

Table 4-36 Edit or delete LDAP directory references

No.	Step
2.	**Edit reference entries:** Select the wanted reference entry and click **Edit** or make a double-click on the entry you want to edit. You are moved directly to the subscriber-specific settings of the referenced application. **Delete reference entries:** Select the reference entry to be deleted and click **Delete**. Confirm the prompt with **Yes**. The references are removed from the selected subscribers. Once the entire list is empty, the LDAP directory can be deleted as well.

Table 4-36 Edit or delete LDAP directory references

4.14 Create holiday settings

DAKS can dialing subscribers not only in keeping with the defined time zones but also in keeping with up to 30 different holiday settings.

The holidays listed here can be applied both to subscribers (Section 7.4.2, "Edit destinations") and within the schedule actions (Section 15.3.1, "Add and edit scheduled actions").

4.14.1 Add and edit holidays

Follow the below instructions to add a new or rename an already existing holiday:

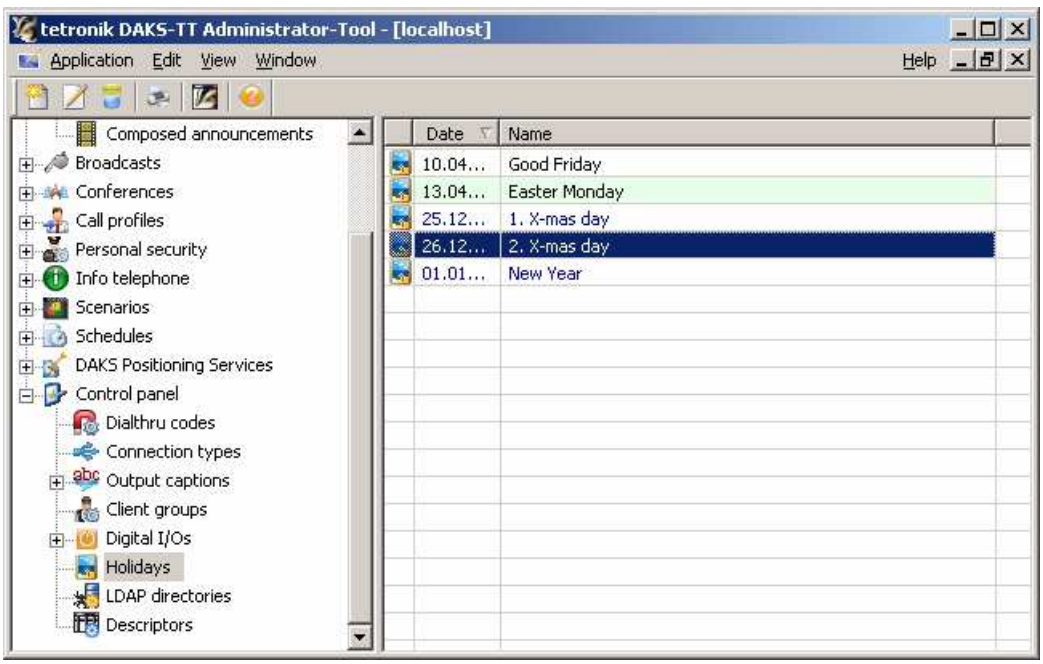
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Holidays" in the list window. All previously created holidays will, if available, be shown in the list window. Holidays that are repeated annually are marked in blue. 
3.	Click on the symbol in the menu bar to add a new holiday, or select the holiday you want to edit and click . A new holiday is created or the holiday is released for editing.
4.	Enter a name for the new holiday.

Table 4-37 Add and rename holidays

No.	Step
5.	Enter the date of the holiday and define if the holiday recurs annually on the same day and in the same month, for example 1. Christmas Day.
6.	Click on **OK** to save your entries.

Table 4-37 Add and rename holidays

Description of the fields in the window "Edit holidays"

Field	Description
Window area "Static"	
Text field	Input field for a name of the holiday (max. 20 characters) to be output in the tables and list fields.
Window area "Date"	
Status field	The date that is currently chosen is shown here.
Date field	This selection field defines the date of the holiday
Repeated annually	Mark this field, if the holiday recurs annually on the same day and month like 1. Christmas Day.

Table 4-38 Description of the fields in the window "Edit holidays"

4.14.2 Delete holiday settings

Follow the below instructions to delete a holiday setting:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "Holidays". All holiday settings that have been created up to now will be shown in the list window.
3.	Select the holiday you want to delete in the list field.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt with **Yes**. The holiday will now be deleted.

Table 4-39 Delete holiday settings

4.15 Edit descriptors

DAKS supports variable descriptors. This enables you to customize the naming of the fields for subscriber data and also the column descriptors for the subscriber list and the descriptors of the announcement groups to match your individual needs and requirements, e. g. by renaming the fields "Position" and "Department" to "Area" and "Building". The descriptors can be customized to each language that is supported by the system.

Follow the below instructions to edit a descriptor:

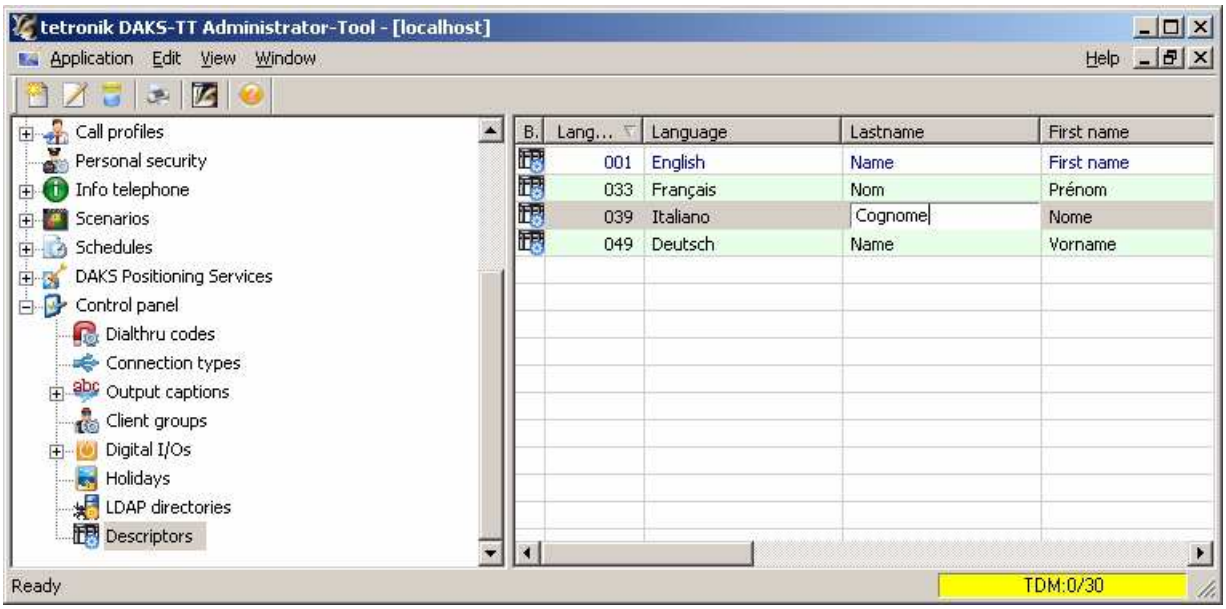
No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click on "Descriptors" in the list window. The current descriptors will be shown in the list window.
3.	Double-click the descriptor that you want to edit in the correct language column. The entry is released for editing. 
4.	Change the entry and confirm your input with **Enter**.

Table 4-40 Edit descriptors

4.16 DAKS coupling with SigmaSys®

4.16.1 General information

DAKS provides connectivity for up to 5 SigmaSys® systems. In DAKS, this kind of coupling is called a SigmaSys® interface.

The SigmaSys® interfaces are administrated in an own area under the Parameters. Use the DAKS server configuration ("Server Configuration Manual Release 7") to specify which Sigma-Sys® interface in the Administrator-Tool corresponds to which physical serial interface of the DAKS server.

DAKS can be linked up with SigmaSys® via the SM port using an asynchronous serial interface. This enables you to also start broadcasts through SigmaSys® messages. In broadcasts of this type the system will take into account the following factors::

- the alarm criteria, e.g. alert or malfunction
- the alarm group, e.g. notifier in canteen
- the location details, e.g. building or floor

4.16.2 Principle of operation

The DAKS server will first filter all messages in keeping with the SigmaSys® alarm criterion and then process only the messages that are relevant.

In addition, the DAKS server will accept location tracking results (location information), read them against an internal assignment table and evaluate this information also.

The numeric (BCD encoded) value of the notifier group is translated into text through a decod-ing chart.

Finally the text message from SigmaSys® will also be accepted and used in the notification and alerting.

The subscribers that need to be dialed, the strategies that must be applied, and the ways in which the called persons must confirm is laid down in DAKS during the configuration of the broadcast groups.

4.16.3 Evaluation/processing of the alarm criteria

In addition to the location factor DAKS supports 5 "Groups of criteria", i.e. the detailed alarm criteria of the SigmaSys® alarm system (approx. 20) are pooled together in the following 5 groups:

- Split group A (alarm/housebreaking/robbery)
- Split group B (pre-alarm/pre-warning)
- Split group C (message/sabotage)
- Split group D (malfunction)
- Split group E (maintenance/revision)

In DAKS you can assign each criteria a specific hundred digit of the ID of the broadcast group that shall be activated.

4.16.4 Parameterization of location details in SigmaSys®

Notification points

In SigmaSys® every notification point that shall be able to trigger a DAKS action must be parameterized in the "plain text" field (W30, bit 3 in W26), with the place freely selectable:

- an "_" (= underscore) symbol as a prefix followed by
- a 2-digit "DAKS number" (numbers 00 to 99).

Together they form the location information and make it possible to access up to 100 different alarm groups in DAKS.

Administration in DAKS

To have as much flexibility as possible on the one side without having to re-generate SigmaSys® or create too many same-sounding groups in DAKS on the other, up to 100 "DAKS numbers" are:

- broken down in great detail in SigmaSys® and
- grouped together in DAKS.

In other words, a table with 100 different positions is created in DAKS that can collate to every 00...99 DAKS number the tens and ones digits of the ID of the broadcast group that shall be activated, with the option not to assign any group at all.

In addition you can, for each SigmaSys® interface, translate notifier groups into plain text a in a translation table. This plain text will then be appended to the display text sent to the subscribers.

Example

A building consists of 6 stories. Different location details are defined in SigmaSys® for each floor (e.g. 01 to 06).

Given that at the outset only one service technician manages all floors, the location details 01 to 06 are grouped together in DAKS in a single group, e.g. group "xx50".

After a year has passed, the decision is made to hire a second service technician and to distribute the job tasks among the two technicians floor by floor. In this scenario, SigmaSys® can remain unchanged and does not need to be touched at all. The only change that must be made is an adjustment of the DAKS table, for example:

- assign the location information 01 to 03 to group "xx50" and
- assign the location information 04 to 06 to group "xx51".

4.16.5 Assign DAKS broadcast groups

Due to the fact that you can address every DAKS broadcast group with up to four digits, the thousands column in the DAKS server can be used as identifier for the SigmaSys® alarm groups.

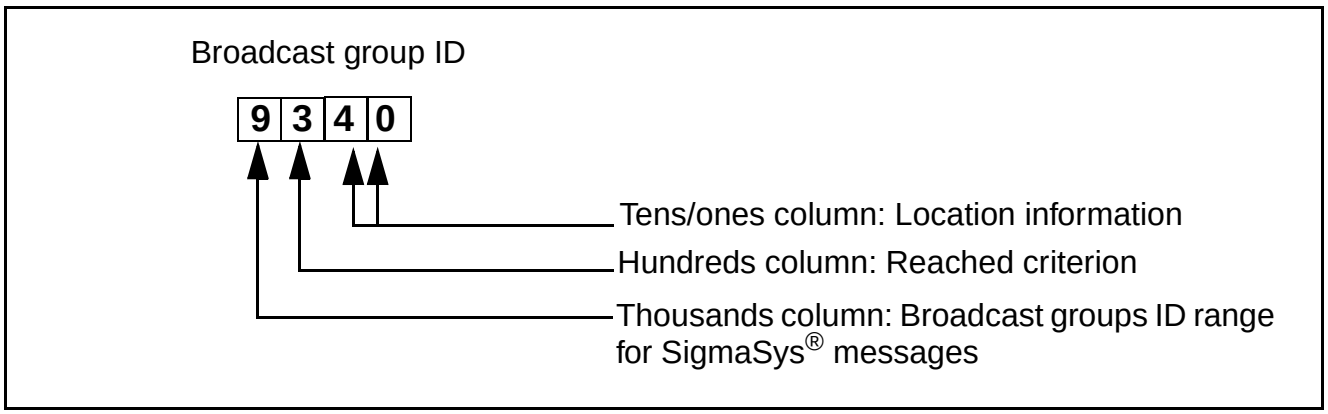


Image 4-1 Allocation of the broadcast group ID

To assign SigmaSys® messages to the corresponding DAKS broadcast groups follow the below instructions:

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "SigmaSys® interfaces" in the list window. All existing SigmaSys® interfaces will be output in the list window.
3.	Select the interface you want to edit and click on . This will open the window "Edit SigmaSys® interface".
4.	Carry out the settings in keeping with the ensuing field descriptions.
5.	Click on **OK** to save the settings.

Table 4-41 Assign DAKS broadcast groups

Description of the fields in the window "Edit SigmaSys® interface"

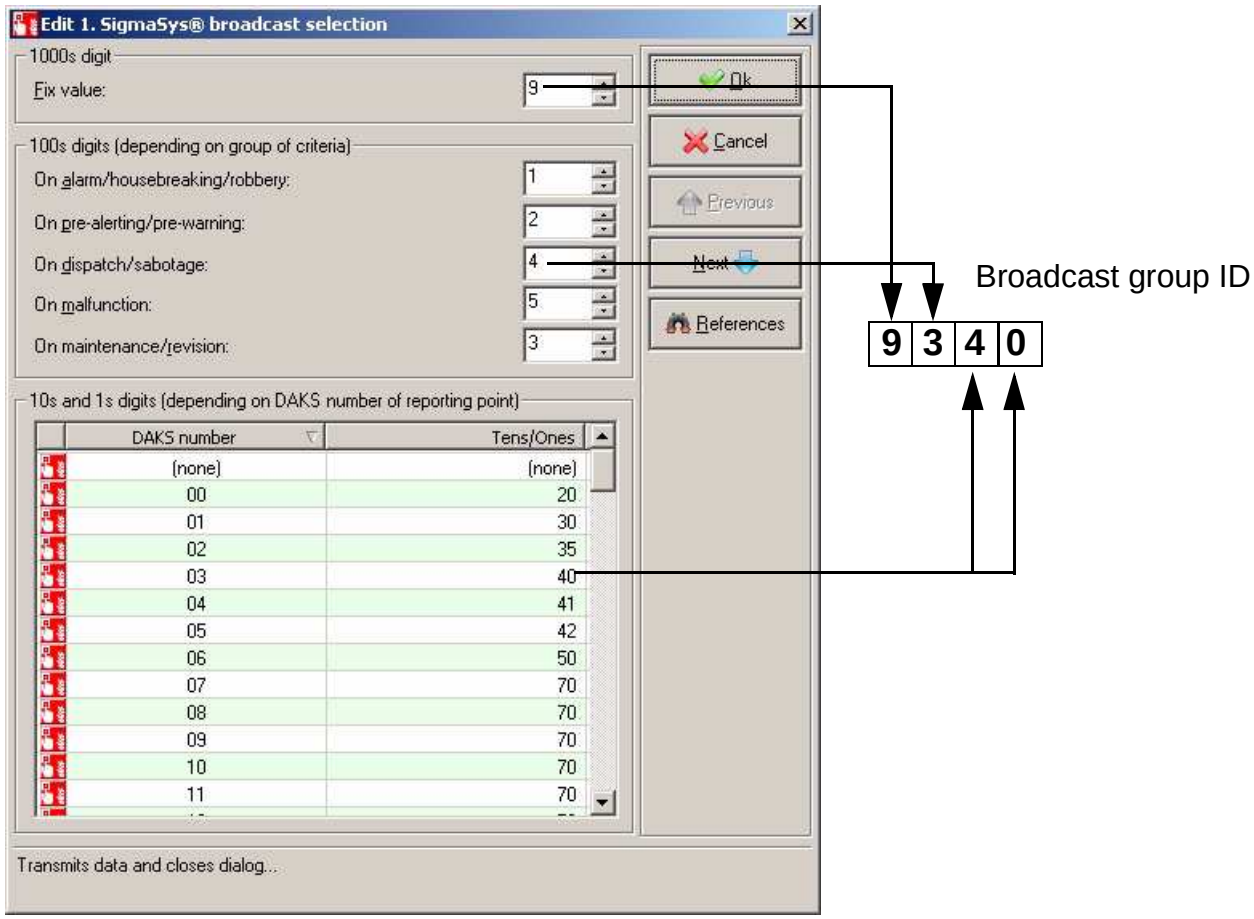
Field	Description
	
Window area "Thousands column"	
Fix value	Selection field (0 to 9) to specifies the thousands column of all broadcast groups that are assigned to SigmaSys® (for example all broadcast groups starting from 9000)

Table 4-42 Description of the fields in the window "Edit SigmaSys® interface"

Field	Description
Window area "Hundreds column (subject to group of criteria)"	
SigmaSys® criteria groups	Selection fields to assign the hundreds column of the ID of the broadcast groups to the below-listed SigmaSys® alarm criteria: • On alarm/housebreaking/robbery • On prealarm/prewarning • On dispatch/sabotage • On malfunction • On maintenance/revision The example shows 9**3**40 for alarm/sabotage Note that your alarm criteria may also be allocated identical numbers, for example if your want DAKS to notify the same broadcast group to both malfunctions and maintenance/revision alarms. You can also assign "(None)" if you do not want any messages of this split group to be evaluated.
Window area "Tens/Ones column (depending on DAKS number of notification point)"	
DAKS number	00 to 99: Number of the SigmaSys® notification point. (none): No SigmaSys® notification point assigned for the activation of broadcasts that have no notification point. This can be useful for: • demonstration purposes • customers who do not require location-dependency • customers whose database has not yet been adapted to the DAKS-alerting
Tens/Ones columns	Assignment of the tens and ones columns of the broadcast group to the SigmaSys® notification points, e.g. 93**40** is assigned to the SigmaSys® notification point (DAKS number) 03.

Table 4-42 Description of the fields in the window "Edit SigmaSys® interface"

Example

The broadcast group selection is set up as shown in the above figure:

– Fixed value = "9"
– Hundreds column "On dispatch/sabotage" = "3"
– SigmaSys® notification point 03 = "40"

Now define a corresponding broadcast with the broadcast ID "9340". A SigmaSys® message "Sabotage at notification point 03" will set off the broadcast "9340" (e.g. alarm of the security staff).

4.16.6 SigmaSys® notifier group texts

For each SigmaSys® interface the system can administrate up to 5,000 notifier group-specific texts in DAKS.

DAKS decodes the notifier group received from SigmaSys® on the basis of this table and adds the notifier group-specific text to the display text that is sent to the subscribers.

Follow the below instructions to add or edit a notifier group-specific text

No.	Step
1.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
2.	Double-click "SigmaSys® interfaces" in the list window. All existing SigmaSys® interfaces will be output in the list window.
3.	In the list window, double-click the SigmaSys® interface to which you want to add or in which you want to edit notifier group-specific texts.
4.	Click the symbol in the menu bar to add a notifier group-specific text, or select the text you want to edit and click on . The new text is created or the text is released for editing.
5.	Carry out the settings in keeping with the ensuing field descriptions.
6.	Click on **OK** to save the settings.

Table 4-43 SigmaSys® notifier group texts

Description of the fields in the window "Edit SigmaSys® notification text"

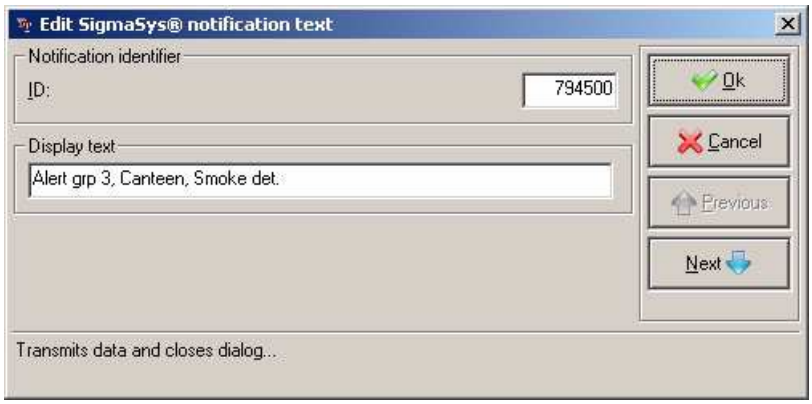
Field	Description
	
Window area "Notifier ID"	
ID	Input field (up to 6 digits) specifying the identifier of the notifier group, analog to the way in which it is defined in SigmaSys®.
Window area "Display text"	
	Input field (up to 30 characters) for the text that will be output to the broadcast members when a notification with the aforementioned ID is received.

Table 4-44 Description of the fields in the window "Edit SigmaSys® notification text"

4.17 Display outputs

DAKS provides texts and call numbers on the active broadcast, the active conference or the active call profile to all subscribers:

- **Texts** and **call numbers** on digital system telephones with display (DIGITE) in the CorNet network
- **Call numbers** on digital terminals with display
- **Messages** transmitted in DTMF for display in certain pagers

For the broadcasts, conferences and call profiles applications, the settings in the "Display" tab are identical.

For this reason, the window areas:

- Display outputs to initiator
- Display outputs to other subscribers
- Display output to pagers

find central coverage at this point.

Description of the fields for the display outputs in the "Display" tab

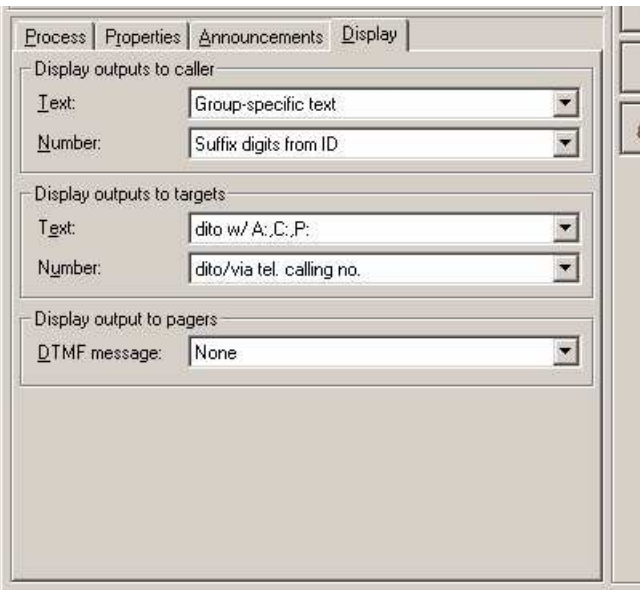
Field	Description
Tab "Display" 	
Window area "Display outputs to caller"	
Text	Selection field for the "Connected Name" registered for the subscriber by DAKS in the D-channel • that triggers the broadcast, or • initiates the conference, or • activates the call profile. **Selection options** • Group-specific text (Default): Description of the broadcast, conference, Info telephone or call profile • General text: The specified general text in the respective application-specific parameters

Table 4-45 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number	Selection field for the "Connected Number" registered for the subscriber by DAKS in the D-channel • that triggers the broadcast, or • initiates the conference, or • activates the call profile. For this purpose, the "Code incoming" (Section 4.2, "Edit basic parameters") that is registered in the basic parameters is prepended to the selection that is made here. **Selection options** • No further digits (Default): "Code incoming" only • All suffix digits: "Code incoming" and all digits dialed by callers after the DAKS tie line codes (digital trunks) • Suffix digits from ID: "Code incoming" and all digits dialed from the broadcast, conference, Info Telephone or call profile identifier (useful if DAKS is e. g. reached by a "fictional" call number that also contains the dialthru code).

Table 4-45 Description of the fields for the display outputs in the "Display" tab

Field	Description
Window area "Display outputs to targets"	
Text	Selection field for the "Connected Name" registered by DAKS in the D-channel or the "Connected Name" for the subscribers • that are called by DAKS or • that called into DAKS as normal subscribers (i. e. not as initiator), for example to join a conference or confirm receipt of a message **Selection options** • General text – the specified general text in the respective application-specific parameters • Group-specific text (Default setting for broadcasts and conferences): – the broadcast, conference, Info Telephone or call profile description • Initiator/input name (Default for call profiles): – for activation via digital input: the input description – for activation via light signaling interface: The specified text from external systems, if necessary, without the first digits when these are transferred as a number (see below) – for activation by telephone: The received "Calling Name" – if more than 16 characters: option to scroll with ***** and # • ditto, with A:,C:,P: – corresponds in principle to the version "Initiator/input name", but with the following items prepended if activated by telephone: A: for alerts /broadcasts C: for conferences P: for call profiles ("Personal Calls") • ditto, after group-specific text: – corresponds in principle to the "Initiator/input name" variant, however is still sent before broadcast, conference, Info Telephone or call profile description. • Subscriber/input name: – for activation over the phone or through the Operator-Tool: Shortened subscriber text from the subscriber list – for input activation: "Input description" • Announcement-specific text (only in conjunction with broadcasts): – Description and content of the field "Display text" for the relevant announcement (played to the called subscriber)

Table 4-45 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number	Selection field for the "Connected Number" registered by DAKS in the D-channel or "Calling Number" for the subscribers • that are called by DAKS or • that called into DAKS as normal subscribers (i. e. not as initiator), for example to join a conference or confirm receipt of a message For this purpose, the "Code outgoing" (Section 4.2, "Edit basic parameters") entered in the basic parameters precedes the one selected here for incoming or outgoing connections. **Selection options** • No further digits (Default): "Code incoming" only • Access ID Identifier of the activated or initiated broadcast, conference, Info Telephone or call profile • Initiator/input cost center (Default for broadcasts and conferences): – cost center of the initiating subscriber, operator or inputs (if unknown: default cost center) – when, if activated by a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center will be applied • ditto/via tel. calling no. (Default for call profiles): – when activated via digital input or Operator-Tool: the cost center of the digital input or operator (if unknown: default cost center) – when activated by telephone: the received "Calling Number" of the caller – when, if activated by a nurse call system interface, the display text specified by the external system begins with up to 6 digits + a space, the digit sequence will be used as the cost center; if not, the default cost center will be applied

Table 4-45 Description of the fields for the display outputs in the "Display" tab

Field	Description
Number (continued)	• ditto, outgoing cost center: – same as "ditto/via tel. calling no.", with the difference that it is the called subscriber's cost center that is used for all outgoing calls (if the cost center is unknown: application of the default cost center) • ditto/outgoing external cost center: – same as "ditto/via tel. calling no.", with the difference that it is the called subscriber's cost center that is used for all outgoing external calls (if that cost center is not known: application of the default cost center)
Window area "Display output to pagers"	
DTMF message	Selection field for the type of message sent by DAKS if, e. g. specific pagers are called during broadcasts (such as those that expect a DTMF message in the B-channel). **Selection options** • None (Default): no message • Initiator/input cost ctr: cost center of the initiating subscriber or input (if unknown: default cost center) • Access ID: Identifier for activating or for initiating the group or the call profile • Pager cost center: The registered call center in the subscriber list for the pager to be called (if unknown: default cost center) • Access ID + no. of the act. subs.: Identifier of the group and call number of the initiating subscriber (if known) • Call no. of the act. subs. only: Call number of the initiating subscriber (if known) • ID of the broadcast announcement (only for broadcasts): Output of the ID of the current announcement or default announcement of the broadcast.

Table 4-45 Description of the fields for the display outputs in the "Display" tab

5 SMS Retrieval Service

Overview

This chapter shows you how to set up and administrate the SMS retrieval service. It also illustrates how to retrieve SMS messages over the phone.

Contents

This chapter covers the following areas:

5.1 General information on the SMS retrieval service

5.2 Configure the SMS retrieval service

5.3 Overview of SMS messages per subscriber in the system

5.4 Retrieving SMS messages using Optiset/Gigaset handsets

5.5 Special connection type "GSM-SMS"

5.1 General information on the SMS retrieval service

The SMS retrieval service enables you to retrieve at the push of a button the last 8 alphanumeric messages from a HiPath telephone, for example alarm messages, with the date and time when the message was sent and additional information. Here you can switch between messages, scroll up and down in the message, and delete messages selectively.

The criteria governing the transfer of messages to the SMS memory and the message content are determined by the respective application or by the Host system.

The messages are stored centrally in a 1 Mbyte capacity SMS memory on the DAKS server; this has the following advantages compared to storing the messages in the terminal itself:

- The messages are also stored if the DECT subscriber cannot be reached at the moment.
- The messages can be retrieved from any HiPath system telephone.
- The data is safely stored and cannot be lost, e. g. due to empty batteries.
- The effect as in the GSM area, for example, that new messages no longer have space on the SIM card and cannot therefore be stored, does not arise.

5.2 Configure the SMS retrieval service

Follow the instructions below to configure the SMS retrieval service:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Go to the tree view and click "Control panel". This will output all parameters in the list window.
3.	Select "Basic parameters" in the list window and click . The "Edit basic parameters" window is opened.
4.	Change to the "Enhanced" tab.
5.	Make the settings in keeping with the ensuing field descriptions.
6.	Click **Ok** to save your entries.

Table 5-1 Configure the SMS retrieval service

Note
Please bear in mind that if you change the parameters "Max. length of SMS notes", the SMS memory of the DAKS server will be reformatted and all information that has already been stored in the memory will be lost.

Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

Field	Description
Window area "SMS properties"	
Max. length of SMS messages	Selection field sets the maximum length of an SMS message. Selection: 32, 64, 100, 128 or 160 characters (default 64) Chapter 5, "Overview of SMS messages per subscriber in the system" includes a list that explains how many SMS messages can be administrated per subscriber, plus the total number of subscribers permissible and the maximum length of the SMS messages. Please note that changes made to this parameter will entail that the SMS memory of the DAKS server is reformatted and that all information stored therein will be lost in the process.
Max. time to live of SMS	Selection field to determine the number of days that an SMS message will be is stored. All SMS messages that are older that his date will automatically be deleted. (Default 10 days)
User guidance announcement	Selection field for selecting the announcement for the user guidance announcement for retrieving an SMS (default "none"). The user guidance announcement is played once at the beginning of the SMS retrieve dialog.

Table 5-2 Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

Field	Description
Store 20 SMS per user	If you select this checkbox • up to 20 SMS messages or notes will be stored for each subscriber; if not, no more than 8 per subscriber. • the values offered in the selection field "Max. length of SMS message" are restricted to 32, 64 and 100. In Chapter 5, "Overview of SMS messages per subscriber in the system" you will find a list of how many SMS messages can be administrated per subscriber, plus the total number of subscribers permissible and the maximum length of the SMS messages. Please note that changes made to this parameter will entail that the SMS memory of the DAKS server is reformatted and that all information stored therein will be lost in the process.

Table 5-2 Description of the fields in the tab "Enhanced" of the window "Edit basic parameters"

5.3 Overview of SMS messages per subscriber in the system

The below table illustrates how many SMS messages can be stored in the system for each subscriber, including the total number of subscribers permissible and the maximum length of the SMS messages.

SMS length	Number of SMS messages per subscriber	Number of subscribers for CPC-41
32	8	3,650
	20	1,500
64	8	2,500
	20	1,000
100	8	1,850
	20	750
128	8	1,500
160	8	1,250

Table 5-3 Overview of SMS messages per subscriber in the system

If the maximum number of SMS messages for an individual user is reached and there is a new SMS coming in for that user, DAKS will automatically delete the oldest of that user.

5.4 Retrieving SMS messages using Optiset/Gigaset handsets

DAKS provides 2 dialthru codes to retrieve SMS messages:

- Retrieving SMS messages or notes with 16 characters (per line), primarily for portable Gigaset handsets and
- Retrieving SMS messages or notes with 24 characters (per line), primarily for fixed Optiset handsets.

The following example entries are based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and that the dialthru codes are set to their default values (Section 4.5, "Define the Dialthru codes"). For a clear representation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

Proceed as follows to open and delete SMS notes:

Step by step	
	Enter the DAKS call number + dialthru code for "System function - Retrieve SMS message with 16 characters" or DAKS call number + dialthru code for "System function - retrieve SMS message with 24 characters", e. g.: "800 **06**" or "800 **07**".
SMS SERVICE PIN ?	Prompt for "Enter PIN".
	Enter your PIN and complete the entry with the # key.
NO MESSAGE!	If no message is available or
1: 09.03 15:39 - <Text of message 1>	Display of the newest message (always no. 1)
	Playing of the user guidance announcement.
	Use the keys 1 to 8 (e. g. **7**) to select the message you want to read or delete.
7: 09.03 12.34 <Text of message 7>	
	Scroll forwards through an SMS with the ***** key and backwards with the # key.
	Enter **0** to delete the message.
MESSAGE DELETE? *=YES	Display output if you have pressed the **0** to delete the note.
	Confirm the delete function with the ***** key, the note is deleted and you return to the SMS display, or press the # key, the SMS is not deleted and you also return to the SMS display.

5.5 Special connection type "GSM-SMS"

Principle of operation

In addition to dialing via dial-up telephone connections, DAKS also supports the selection of SMS service centers using a dial-up modem connection. In this way, SMS messages can for example also be sent to GSM cellphones.

To do this, a serial interface of the DAKS server is connected to either a digital, an analog or a hybrid modem (digital/analog) from which the dial-up connections to the different service centers can be established. It is important that the modem can be addressed by standard AT commands.

Connection type with password

A special connection can be set up for providers who are dialed with a password. The connection type must be configured in the DAKS server with a terminal command ("Service Manual HiPath DAKS V3 R1 = DAKS Release 7 - Classic Applications"). In this connection please make sure that the brief description of that connection type stored in the DAKS database correlates to the values as set in the DAKS server under "GSM-SMS+ settings".

Restrictions for GSM carriers

It is only to a very limited extent that GSM carriers support the transmission of SMS messages to a third party network. For example, SMS messages cannot be sent to a D2 subscriber via a D1 access. Therefore, the service centers normally need to be called one by one

If a service center is busy or the call is not answered it is, if necessary, called repeatedly and the dialing pauses in between these calls will be used to call other service centers.

If the call number or the message is not accepted, there is never any redialing.

Content of an SMS message

In their SMS message the dialed subscribers receive:

- the number that the subscriber shall receive as specified in the setup of the broadcast group
  (if no "Number to subscriber" exists, "000000" will be sent as substitute).
- if applicable, a freely definable display text before the message, e. g. "DAKS SMS: " (Display text no. 64, Section 4.12, "Specify output captions"), extended by a space.
- the text that the subscriber shall receive as laid down in the setup of the broadcast group: where needed truncated, in the event that the total length of the message exceeds 160 characters. End-of-line markers are replaced by spaces.
- if applicable, a concluding text with a prefixed space that is attached to the note if confirmation of receipt is required with PIN, e. g.
  'CONFIRMATION!!' (Display text no. 65, Section 4.12, "Specify output captions").

Protocoling

Printouts of the result of subscriber alerts with notifications via SMS are carried out in the same way as in normal subscriber calls, with the bits of the result code being set in a special way (Chapter 8, "Protocoling and Printouts").

Modem monitoring

The modem is cyclically tested and its status is retained as a system status. This status can be output via an optocoupler output and is, as long as it is available, registered as a system status bit to a Host system via the Host interface.

Currently supported carriers and their SMS accesses

D1 Telekom (AlphaService) - analog and digital	
Analog access no.:	+49 171 / 2092522
Digital access no.:	+49 171 / 2521001
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 7, but more currently possible
Special features:	No error message for sending to other networks if a message does not arrive
Vodaphone (D2 Message) - analog and digital	
Analog access no.:	+49 172 / 2278020
Digital access no.:	+49 172 / 2278000
Protocol/databits:	UCP / 8
Digital data transfer:	X.75
SMS messages per connection:	Officially 7, but more currently possible
eplus SMS - analog and digital	
Analog access no.:	+49 177 / 1167
Digital access no.:	+49 177 / 1167
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	X.75/T70
SMS messages per connection:	Officially 1, but more currently possible
O_2 - analog	
Analog access no.:	+49 179 / 7673425
Protocol/databits:	TAP or IXO / 8
SMS messages per connection:	50

Table 5-4 Supported carriers and their SMS accesses

Natel-D (Switzerland) - analog and digital	
Analog access no.:	+41 79 / 4998990
Digital access no.:	+41 09 / 00900941
Protocol/databits:	UCP / 8
Digital data transfer:	V120
SMS messages per connection:	Officially 1, but more currently possible
Special features:	Large database account (UCP60) also possible
Swisscom Pager (Switzerland) - analog and digital	
Analog access no.:	+41 74 / 0900003
Digital access no.:	+41 79 / 0233209
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	10
Special features:	A pure pager number without prefix must be specified (e. g.+41 79 12345 => 12345)
Mobilkom Austria (Austria) - analog	
Analog access no.:	066914 (no access from outside Austria according to Mobilkom Austria)
Protocol/databits:	TAP or IXO / 7
Digital data transfer:	T70
SMS messages per connection:	1
Special features:	The receiver call number must begin with 43664
Mobilkom Austria Paging (Austria) - analog	
Analog access no.:	066911 (no access from outside Austria according to Mobilkom Austria)
Protocol/databits:	TAP or IXO / 7
SMS messages per connection:	1
Special features:	Maximum note length: 80 characters

Table 5-4 Supported carriers and their SMS accesses

Cellnet (UK) - analog	
Analog access no.:	+44 860 / 980480
Protocol/databits:	TAP / 8
SMS messages per connection:	1
Mobistar (Belgium) - analog	
Analog access no.:	+32 495 / 955205
Protocol/databits:	UCP / 8
SMS messages per connection:	1
Proximus (Belgium) - analog	
Analog access no.:	+32 75 / 161622
Protocol/databits:	UCP / 8
SMS messages per connection:	1

Table 5-4 Supported carriers and their SMS accesses

6 Create and Administrate Announcements

Overview

This chapter shows you how to create and administrate announcements. It covers the functions provided by the Administrator-Tool as well as the functions that can be carried out from the Op-- erator-Tool and over the telephone. At the end of the chapter you will find an overview of the professionally recorded announcements that are already included in the standard delivery.

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- 6.3.4 Delete announcements
- 6.3.5 Edit and delete announcement references

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- 6.7.6 Application Info Telephone

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6.1 Announcements in the DAKS server

DAKS has a dynamically-administered and digital long-term speech memory (SmartMediaC--ard) with a total capacity of up to 120 minutes in up to 450 partitions. The announcement ad--ministration is carried out directly on the PC via the Administrator-Tool. You can also record and delete announcements or trigger their playback over the telephone.

Physical and composed announcements

DAKS supports so-called "physical announcements", i.e. announcements that occupy memory space on the DAKS server, and "composed announcements", i. e. announcements that are composed of a freely selectable concatenated sequence of existing physical announcements. Note that the "composed announcements" do not occupy any additional storage space in the voice memory.

Administration via PC

From the PC, you can redefine, modify and delete announcements, query their states, and pro--tect them against being recorded over or deleted.

You can also up- and download wave files to and from the DAKS server, i. e. not only can you archive announcements that are already stored in the DAKS server also on your PC in form of wave files to edit them there, for example, but also transfer already prepared wave files to the DAKS server, for example the professionally recorded announcements that are included ex-works the delivery.

Administration over the phone

Announcements in the voicemail can be recorded, played back and deleted from any or only from authorized telephones worldwide, in combination with digital telephones in the CorNet net--work with user guidance over the display.

Additional audio inputs

If the DAKS server is equipped with audio inputs, announcements can also be recorded via an audio input (e.g. for announcements prerecorded on tape). This means that the user can hear the announcements from the audio input at his telephone set.

Please note that, after completing the installation, all delivered announcements must first be transferred to the DAKS server before they can be used in the applications (Section 6.4.1, "Receive and transfer announcements from the lists window to the DAKS server").

6.2 Interdependence of announcement settings

In addition to the settings in the "Edit physical announcement" window, there are other system parameters that also have an effect on the announcements.

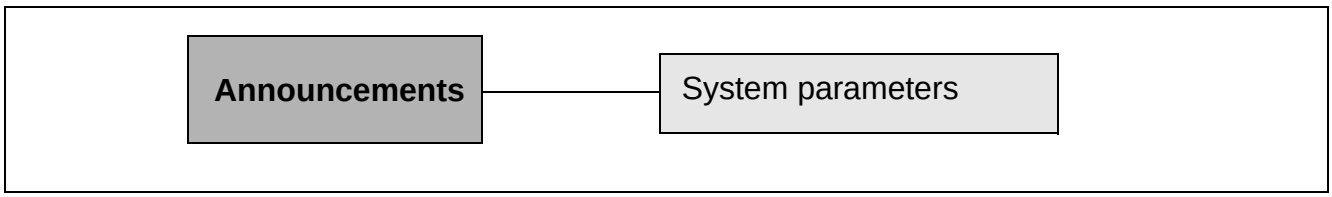


Image 6-1 Interdependence of announcement settings

System parameters:

- **Dialthru codes**
  Dialthru codes define the combinations of digits that make it possible to record and play-back announcements over the phone (Section 4.5, "Define the Dialthru codes").
- **Clients**
  Announcements can be assigned to client group. Then they can only be used in applications of the respective client groups. Announcements of the "Global" client group can be used by all client groups (Section 4.7, "Set up clients").

6.3 Create and Administrate Announcements

You must have the respective administrative rights to create and edit announcements. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 7.5.3, "Administrator rights").

The administration of announcements can also be carried out in the off-line mode, i.e. announcements can be created and also deleted in this mode. However, these changes will only become effective on the DAKS server after the next synchronization.
Note that the "Receive announcement from DAKS server" function is only available in the online operation mode. Assigned wave files must be uploaded manually to the DAKS server before they can be utilized (Section 6.4, "Receive and transfer physical announcements to the DAKS server").

6.3.1 Add announcements

Follow the below instructions to add new announcements:

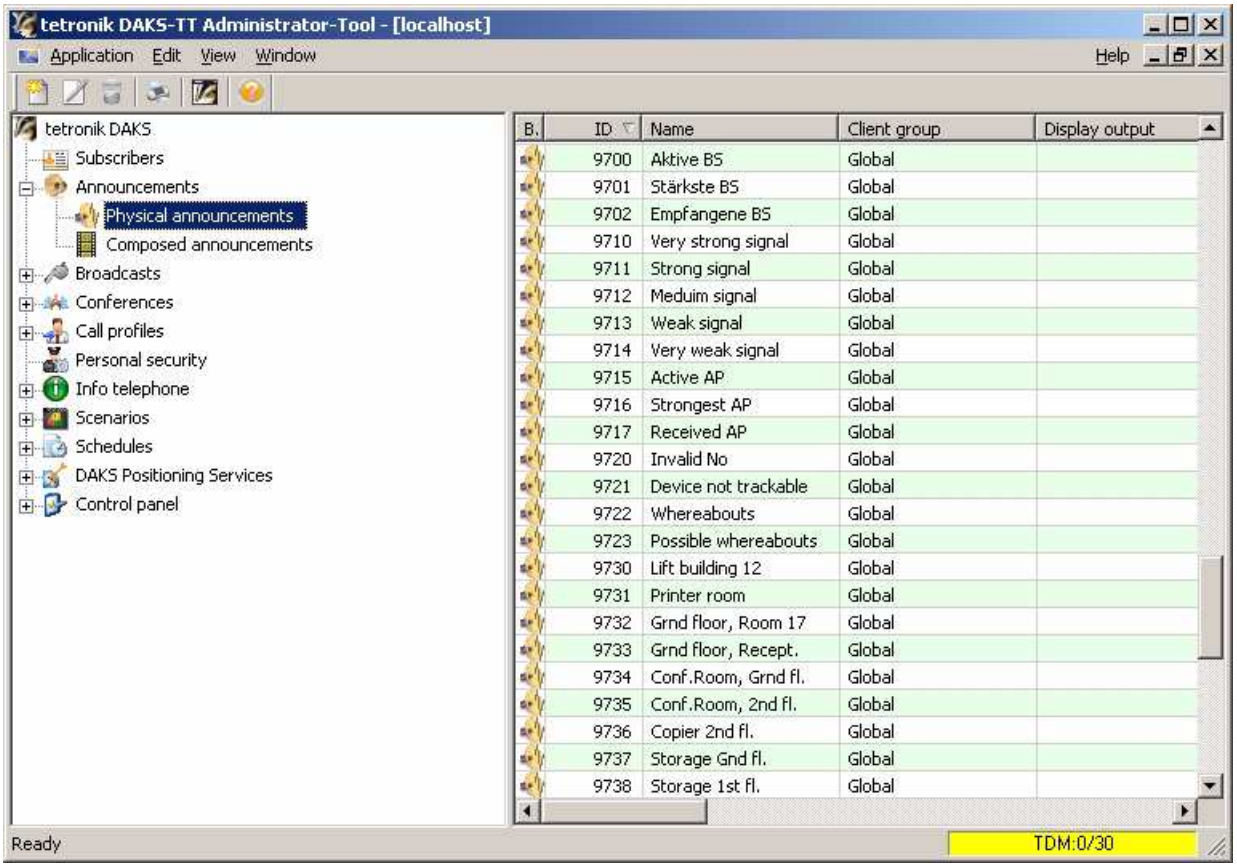
No.	Step
1.	Start the Administrator-Tool and log in.
2.	Double-click "Announcements" in the tree view.
3.	Select the announcements you want to add in the tree view depending on the type of announcement, either "Physical announcements" or "Composed announcements". This will open the corresponding announcement list: 
4.	Click on the symbol in the menu bar. This will open the window "Add new physical announcement" or "Add new composed an-- nouncement".
5.	Enter all relevant data (Section 6.3.2, "Edit physical announcements" or Section 6.3.3, "Edit composed announcements").
6.	Click on **OK** to save your entries. The announcement is created.

Table 6-1 Add announcements

If a wave file was not assigned to the announcement or transferred to the DAKS server, the announcement must first be recorded before it can be used in applications (Section 6.6, "Record, retrieve and delete announcements over the phone").

6.3.2 Edit physical announcements

Follow the below instructions to edit physical announcements:

No.	Step
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	Select the announcement you want to edit and click on . This will open the window "Edit physical announcement".
3.	Make the settings in keeping with the ensuing field descriptions.
4.	click and assign a wave file to the announcement in the selection window. If you do not assign a wave file, you must record the announcement later by telephone or via the audio input (Section 6.6, "Record, retrieve and delete announcements over the phone").
5.	If you have assigned a wave file, transfer this file to the DAKS server (Section 6.4, "Receive and transfer physical announcements to the DAKS server").
6.	Click **Ok** to save your changes.

Table 6-2 Edit physical announcements

Description of the fields in the "Edit physical announcement" window

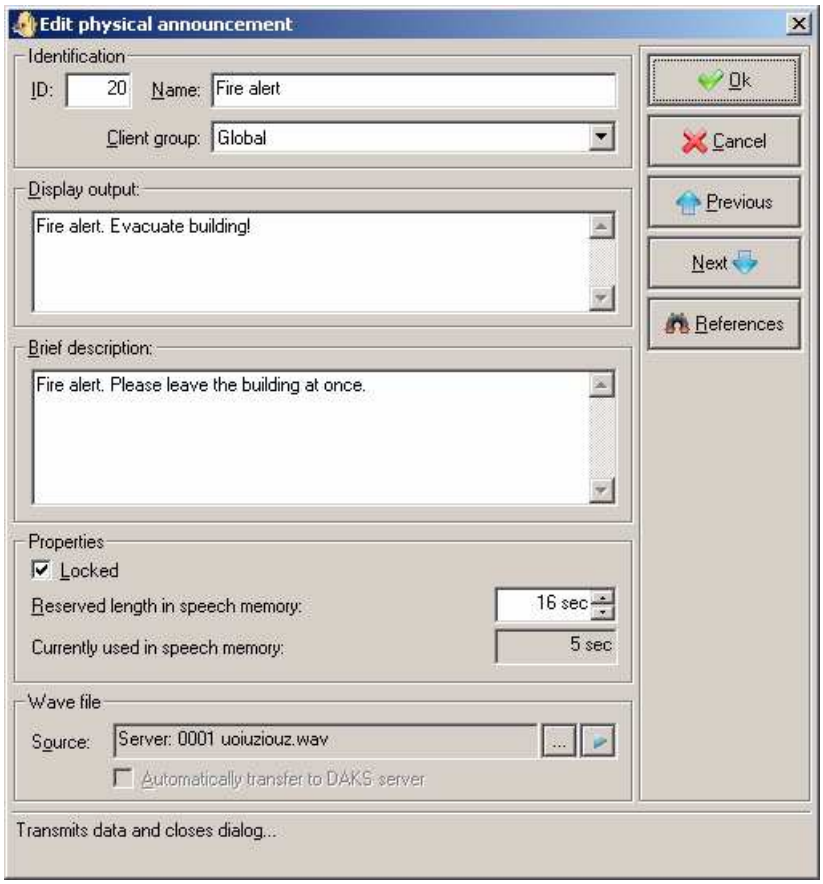
Field	Description
	
Window area "Identification"	
ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone.
Name	Input field for a brief description of the announcement (max. 20 characters) for display in tables and list fields and, if applicable, on telephone displays. Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
Client group	Selection field for the assignment of the announcement to a client group. Announcements can only be administrated by administrators/operators of the same group and can only be integrated in applications of the client group. Announcements of the "Global" client group can be used by admin--istrators of all client groups.

Table 6-3 Description of the fields in the "Edit physical announcement" window

Field	Description
Window area "Display output"	
Text field	You can use this field to enter a brief description and, if needed, add this info to a broadcast as added text to the subscribers (max. 64 characters). Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
Window area "Brief description"	
Text field	Input field for a description. For example, the wording of the announcement can be entered here (max. 1024 characters).
Window area "Properties"	
Locked	Check this box to avoid accidental voice-over or deletion of stationary announcements (recording and deletion protection). This function can only be activated or deactivated with the administrative right "Protect announcements".
Reserved length in speech memory	Reserves the maximum length of the announcement in the speech memory. Longer announcements are truncated.
Currently used in speech memory	Indicates the time currently occupied by the announcement in the speech memory. "0" indicates that no announcement has yet been recorded.
Window area "Wave file"	
Source	Assigns a wave file to the announcement if the announcement is not to be recorded by telephone or audio input. If a new wave file is assigned, the "Locked" checkbox is automatically marked.

Table 6-3 Description of the fields in the "Edit physical announcement" window

6.3.3 Edit composed announcements

Follow the below instructions to edit composed announcements:

No.	Step
1.	Select "Composed announcements" in the tree view. This will open the announcement list.
2.	Select the announcement you want to edit and click on . This will open the user window "Edit composed announcement".
3.	Make the settings in keeping with the ensuing field descriptions.
4.	Assign from the available announcements the ones you want to use. There are two possible ways of moving announcements: • Select the announcement in the corresponding list field and move it with the arrow button. • Double-click the announcement to move it to the other list.
5.	You can change the order of the announcements if required. Select an entry and move it up or down using the arrow buttons , or .
6.	Click **Ok** to save your changes.

Table 6-4 Edit composed announcements

- Composed announcements can be made up of a maximum of 16 physical announcements.
- To modify the speech memory content of a "composed announcement ", the integrated physical announcements must be selected one after the other and recorded over. The deleting or re-recording of a composed announcement is not possible over the phone.
- As a rule, composed announcements are only valid if all integrated announcements are physically present. The only exception is the announcement before dialing in combination with dialing profiles (Chapter 12, "Create and Administrate Call Profiles"). If any of the announcements integrated here is not recorded, the remaining announcements will still be played back.

Description of the fields in the "Edit composed announcement" window

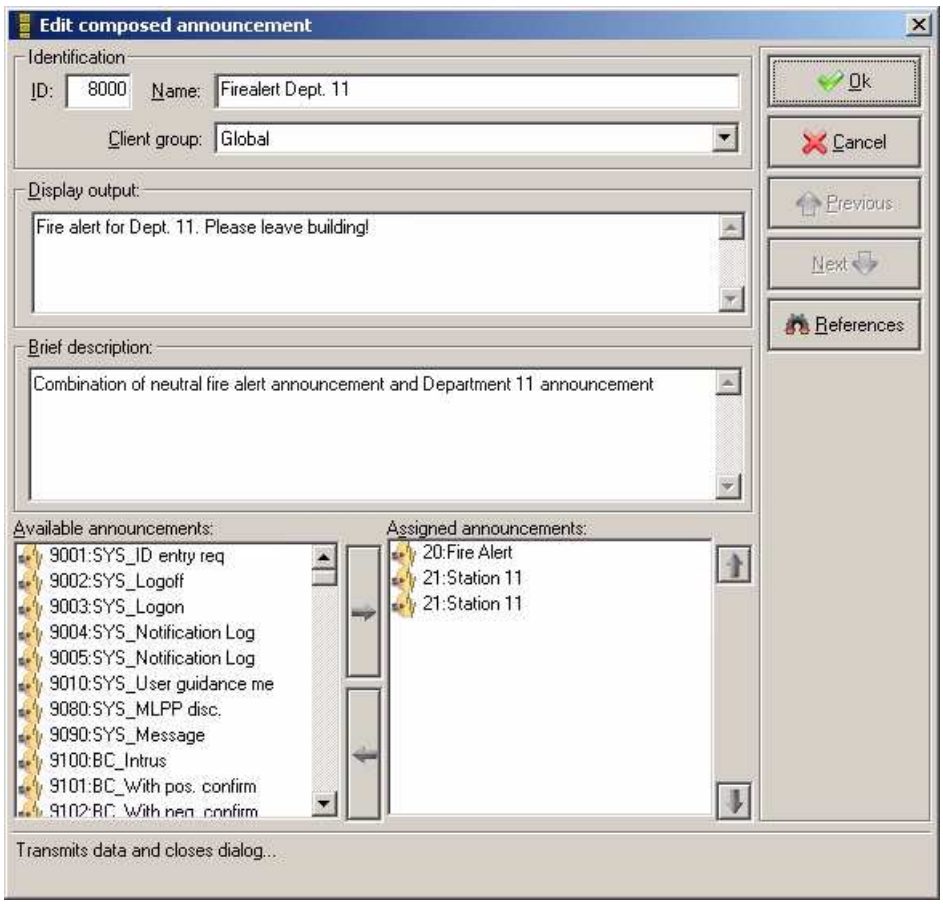
Field	Description
	
Window area "Identification"	
ID	Input field for the identifier of the announcement (max. 4 digits) that is used to access the announcement by telephone.
Name	Input field for a brief description of the announcement (max. 20 characters) for display in tables and list fields and, if applicable, on telephone displays. Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
Client group	Selection field for the assignment of the announcement to a client group. Announcements can only be administrated by administrators/operators of the same group and can only be integrated in applications of the client group. Announcements of the "Global" client group can be used by admin-- istrators of all client groups.

Table 6-5 Description of the fields in the "Edit composed announcement" window

Field	Description
Window area "Display output"	
Text field	You can use this field to enter a brief description and, if needed, add this info to a broadcast as added text to the subscribers (max. 64 characters). Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
Window area "Brief description"	
Text field	Input field for a description. For example, the wording of the announcement can be entered here (max. 1024 characters).
Available announcements	List of available physical announcements of the client group that can be used for a composed announcement.
Assigned announcements	List of physical announcements that are assigned to the composed announcement. The announcements are played in order from top to bottom. One physical announcement can be assigned several times in a composed announcement.

Table 6-5 Description of the fields in the "Edit composed announcement" window

6.3.4 Delete announcements

Announcements that are still integrated in applications must first be removed from these applications before they can be deleted (Section 6.3.5, "Edit and delete announcement references").

Follow the below instructions to delete announcements:

No.	Step
1.	Select "Physical announcements" or "Composed announcements" in the tree view. This will open the announcement list.
2.	Mark the announcements that you want to delete in the list window. You can also select several announcements at the same time.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt by clicking on **Yes**. The announcements are deleted. If the announcement is still integrated in an application, the "Delete announcement references" window will now open (Section 6.3.5, "Edit and delete announcement references").

Table 6-6 Delete announcements

6.3.5 Edit and delete announcement references

In the window "Edit physical announcement" or "Edit composed announcement", click **References** to open the "Announcement references" window. This window will output all composed announcements and applications in which the physical announcement is used. You can also use this window to invoke and edit the settings of the individual application directly.

If you try to delete announcements that are still being used in an application, the "Delete announcement references" or "Announcement references" window is immediately opened.

Follow the steps below to edit or to delete announcement references:

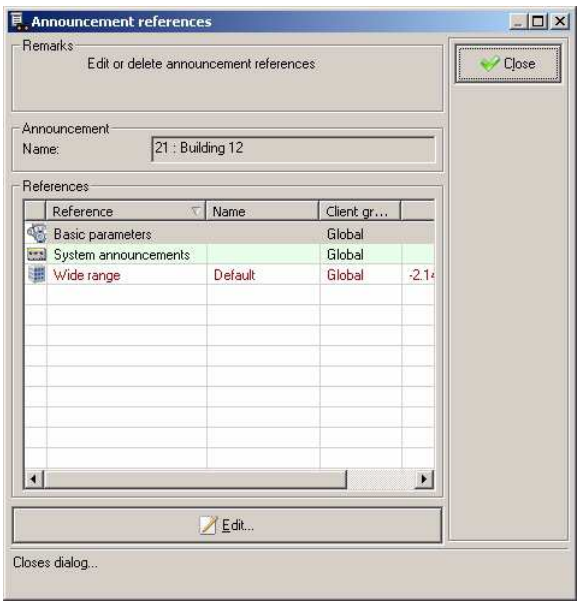
No.	Step
1.	Select "Physical announcements" or "Composed announcements" in the tree view. This will open the announcement list.
2.	To edit an announcement, highlight it and click . This will open the window "Edit physical announcement" or "Edit composed announcement".
3.	Click on **References**. This will open the window "Announcement references": 
4.	Select the entry you want to edit and click **Edit**. This will open the property window of the respective application.
5.	There you can delete the assignment of the announcement or assign a new announcement.

Table 6-7 Edit and delete announcement references

6.4 Receive and transfer physical announcements to the DAKS server

Once an announcement is created in the Administrator-Tool and the database is synchronized with the DAKS-Server, there are several ways of inserting the announcement text:

- Assign an existing wave file and transfer it to the DAKS server
- Recording of the announcement text by telephone
- Recording of the announcement text via audio input (control takes place by telephone)

This section shows you how to transfer physical announcements that are already stored on the DAKS server to the DAKS-TT database and, from there, how to store them as a wave file.

It also shows you how to listen to announcements in the Administrator-Tool.

The administration of announcements can also be carried out in the off-line mode, i.e. announcements can be created and also deleted in this mode. However, these changes will only become effective on the DAKS server after the next synchroniza--tion.

Assigned wave files are not automatically synchronized, but must be transferred manually to the DAKS server (Section 6.4.1, "Receive and transfer announcements from the lists window to the DAKS server").

6.4.1 Receive and transfer announcements from the lists window to the DAKS server

Follow the below instructions to transfer announcements from the list window to the DAKS serv--er or to receive announcements:

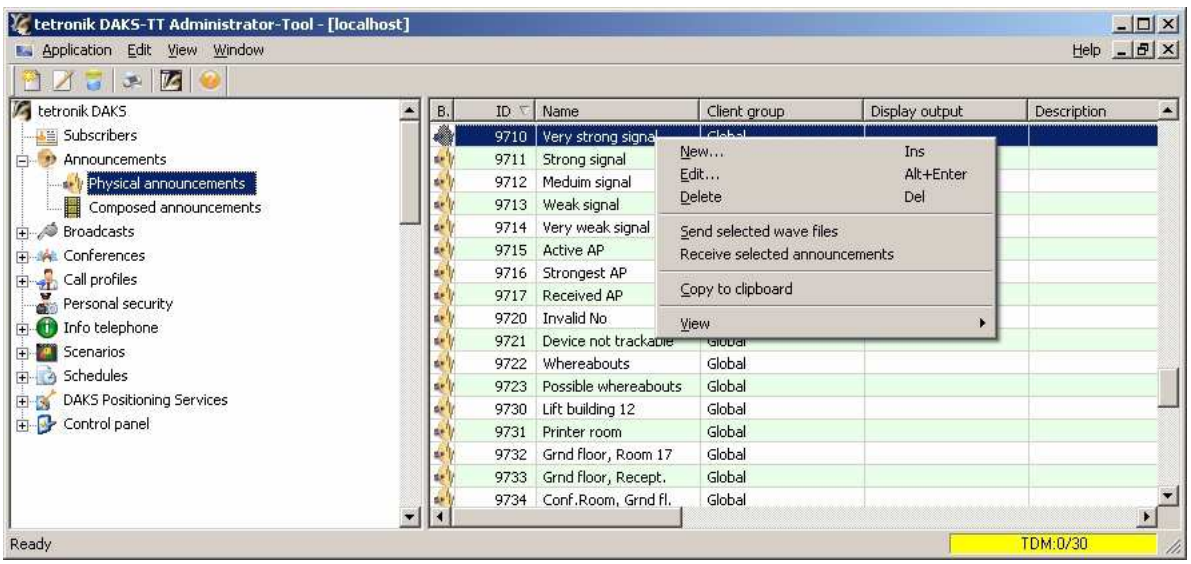
No.	Step
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	In the list window, select the announcements you want to transfer or receive. You can also select several announcements at the same time.
3.	Make a right mouse click on the selected announcements. This will open the context menu: 
4.	• Select "Send selected wave files" to transfer assigned wave files to the DAKS server and confirm the prompt with **Yes**. or • Select "Receive selected announcements" to transfer wave files of the selected an--nouncements from the DAKS server to the DAKS-TT database. During the transfer, the progress of the transfer is displayed in the "Transfer status" col--umn.

Table 6-8 Receive and transfer announcements from the lists window to the DAKS server

6.4.2 Create and administrate wave files for physical announcements

Follow the below instructions to transfer announcements to the DAKS server or to receive an-- nouncements:

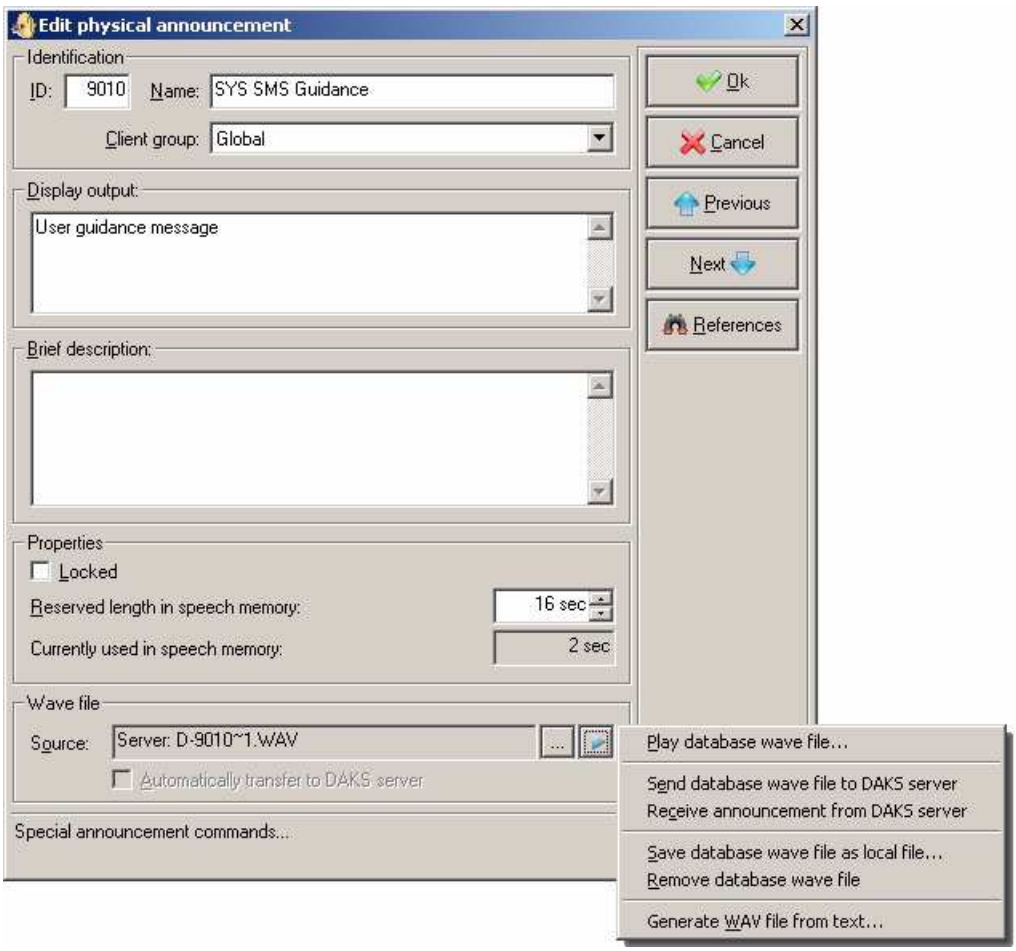
No.	Step
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	Select the announcement that you want to administrate and click . This will open the window "Edit physical announcement".
3.	Click in the "Wave file" window area. This will open the menu to administrate the wave files: 

Table 6-9 Administrate wave files for physical announcements

No.	Step
4.	Select the correct function. The following options are available: • Play database wave file: The wave file stored in the database is played via the PC sound card. • Send database wave file to DAKS server: The wave file stored in the database is transferred to the DAKS server. • Receive announcement from DAKS server: The announcement stored in the DAKS server is transferred to the database. In this way, announcements that were recorded over the telephone or via audio input can be backed up. • Save database wave file as local file: The wave file stored in the database is saved as a file. Both the name of the file and the place where it is stored are defined in a user dialog. • Remove database wave file: The wave file is deleted from the DAKS-TT database. Note that the announcement itself is retained on the DAKS server! • Generate wave file from text...: This will open a window to synthetically create a wave file from a text (Section 6.5, "Speech synthesis: Generate wave file from text").

Table 6-9 Administrate wave files for physical announcements

6.5 Speech synthesis: Generate wave file from text

The following window can be used to create announcement files (wave files) through speech synthesis, also known as Text-to-Voice.

Follow the below instructions to create an announcement file from a text:

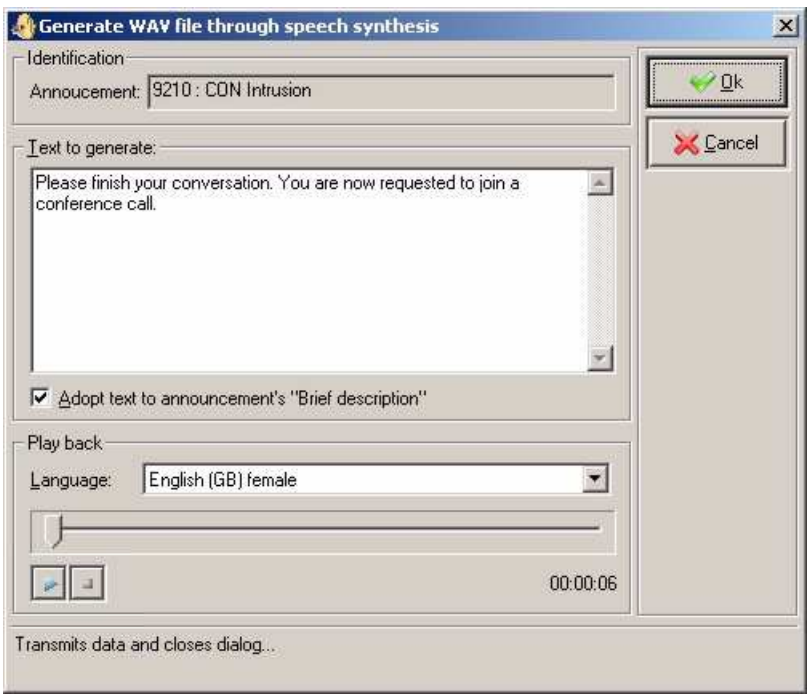
No.	Step
1.	Select "Physical announcements" in the tree view. This will open the announcement list.
2.	Select the announcement that you want to administrate and click . This will open the window "Edit physical announcement".
3.	Click in the "Wave file" window area. This will open the menu to administrate the wave files (Section 6.4, "Receive and transfer physical announcements to the DAKS server").
4.	Select the function "Generate wave file from text..."
5.	This will open the user window to "Generate wave file through speech synthesis": 
6.	Use the input field of the window area "Text to generate" to enter the text you want to synthesize.
7.	If needed, mark the field "Adopt text to announcement's "Brief description""Use an-- nouncement description" to copy the text entered above and paste it in the field "Descrip-- tion" of the window "Edit physical announcement".

Table 6-10 Create a wave file from a text

No.	Step
8.	Next, go to the selection field "Language" and choose the language you want to use for the voice synthesis.
9.	Now click to activate the speech synthesis. After the speech synthesis is completed, the system will playback the new announcement.
10.	If necessary, repeat steps 6 and 9 to correct possible errors.
11.	Now click **Ok** to close the window. The newly created wave file is automatically entered as "Source" in the window "Edit physical announcement".
12.	Click **OK** in the window "Edit physical announcement" to save your announcement.
13.	If needed, transfer the wave file to the DAKS server (Section 6.4, "Receive and transfer physical announcements to the DAKS server").

Table 6-10 Create a wave file from a text

6.6 Record, retrieve and delete announcements over the phone

This section shows you how to edit announcements over the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" that is used here is 4321. For a clear presen-- tation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

Please note that you must have the pertinent Administrator or Operator rights and a PIN to edit announcements over the phone.

6.6.1 Record announcements from any telephone

The recording of announcements can be carried out in single steps or in en-bloc selection. Proceed as follows to record announcements:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record from any terminal", e. g.: "800 **11“**.
RECORD PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
	A long tone indicates that the old recording has been deleted. 3 short tones indicate the start of recording.
	Record the announcement text with the telephone handset and then hang up or preferably press "Disconnect" to prevent noise be-- ing recorded when replacing the handset.

Example of en-bloc selection: 800 11 4321 22

800 DAKS call number (tie trunk code)

11 Dialthru code for "Announcements - Record from any terminal"

4321 PIN

22 An-nounce-ment ID

The end of the recording time is indicated by a short tone sequence. The announce-- ment already recorded up to this point in time is stored.

6.6.2 Delete announcements from any telephone

Proceed as follows to delete announcements:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record from any terminal", e. g.: "800 **11“**.
RECORD PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
	A long tone indicates the announcement is deleted.
	Hang up before 3 tones indicate the start of recording. The recording is deleted.

6.6.3 Playback announcements from any telephone

The playback of announcements can be carried out in single steps and also in en-bloc selec-- tion.

Proceed as follows to play back announcements:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - playback from any terminal", e. g.: "800 **12“**.
PLAYBACK PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
	The announcement text is played once to the telephone set. After the playback the connection is released by the DAKS server.

Example of en-bloc selection: 800 12 4321 22

800 DAKS call number (tie trunk code)

12 Dialthru code for "Announcements - Play back from any terminal"

4321 PIN

22 An-nounce-ment ID

6.6.4 Delete/record announcements from system telephones

Announcements can only be recorded or deleted from a system telephone in single steps. Please bear in mind that this function does not support en-bloc selection for the dialing process. Proceed as follows to record or delete an announcement:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record/ playback via DIGITE", e. g.: "800 **10“**.
RC/PB MESS. PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
A<ID> <Name> 1=RC 2=PB 3=CHG	The following options are now available: Press "**1**" to record the announcement or Press "**3**" to enter a new announcement ID.
	Press "**1**".
RECORD ? *=YES	Press the ***** star key to overwrite the announcement.
MESSAGE DELETED...	The speech memory for this announcement is deleted.
* ,LF:1..8=START REC	Press the # button; the process is interrupted and the recording is deleted.
	or
	Press the ***** star key to start the recording.
	Record the announcement text via the handset.
PLSE TALK #=END	Press the # hash key to end the recording.

6.6.5 Playback announcements over a system telephone

The playback of announcements on the system telephone can only be carried out in single steps. Please bear in mind that this function does not support en-bloc selection for the dialing process.
Proceed as follows to play back announcements:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record/ playback via DIGITE", e. g.: "800 **10“**.
RC/PB MESS. PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
A<ID> <Name> 1=RC 2=PB 3=CHG	The following options are now available: "**2**" to play back the announcement, or Press "**3**" to enter a new announcement ID.
	Press "**2**".
	The announcement is now played back to you once.
PLAYBACK #=END	Press the # hash key to stop the announcement early.

6.6.6 Record announcements via any audio channel with a system telephone

In combination with audio inputs, you can also record announcements via one of the audio inputs (e.g. for pre-recorded announcements on tape). This means that the user can hear the announcements from the audio input at his telephone set.

Proceed as follows to record announcements:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record/ playback via DIGITE", e. g.: "800 **10“**.
RC/PB MESS. PIN?	System message "Enter PIN".
	Enter your PIN.
ANNOUNCEMENT ID ?	System message "Enter ID".
	Enter the announcement ID (1 to 4 digits).
A<ID> <Name> 1=RC 2=PB 3=CHG	The following options are now available: Press "**1**" to record the announcement or Press "**3**" to enter a new announcement ID.
A<ID> <Name> 1=RC 2=PB 3=CHG	Press "**1**".
RECORD ? *=YES	Press the ***** star key to overwrite the announcement.
MESSAGE DELETED...	The speech memory for this announcement is deleted.
* ,LF:1..8=START REC	
	Enter the number of the audio input (1 to 8).
REC. VIA audio #=STOP	The announcement is recorded via the selected audio channel.
	Press the # hash key to end the recording.

6.6.7 Record announcements via any audio channel with en-bloc selection

As an alternative to the recording of announcements via any audio channel in the dialog (Section 6.6.6, "Record announcements via any audio channel with a system telephone"), announcements can also be recorded via en-bloc selection. Here the recording process changes as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Announcements - Record w. audio from any input chan." + PIN + announcement ID + number of the audio channel (1...8) + 1 (to start the recording), e. g.: "800 **13** 4321 22 4 1".
	1 long acknowledgment tone.
A<ID> <Name>	3 short tones indicate the start of recording. The announcement is loaded via audio input. An automatic backwards disconnect takes place after the announcement transfer.

Example of en-bloc selection: 800 13 4321 22 4 1

800 DAKS call number (tie trunk code)

13 Dialthru code for "Announcements - Record w. audio from any input chan."

4321 PIN

22 An-nounce-ment ID

4 Number of the audio channel

1 Start recording

6.6.8 Record announcements via B channel (e. g. via PC with S_0 card)

Announcements can also be loaded onto a PC with S_0 card and, depending on the PC soft-- ware, also directly from a wave file.

Proceed as follows to record announcements:

Step by step	
	From the PC with S_0 card, dial the DAKS call number + dialthru code for "Announcements - Record from PC with S_0 board" + PIN + announcement ID, e. g.: "800 **14** 4321 22" If necessary, the existing announcement will be deleted; A busy signal issued by DAKS indicates "Start of recording"
From PC	Transfer the announcement text, for example from a wave file, via B channel (64 Kbit/s) to the DAKS speech memory and forward trigger the connection from the PC. If the speech memory capacity is full, the connection is triggered backwards from DAKS; the announcement is, however, still valid.

6.7 Included announcements

This section contains a description of the announcements that are already included in the de-- livery. Their respective file names are structured as follows:

`<language>-xxxx_<reference ID>_<parameter text>.wav`

`Example: D-9002_SYS_Prompt_logoff.wav`

This signifies:

Name section	Significance
`<language>`	Letter as language identifier • D = German • E = International English • U = US English
xxxx	4-digit announcement ID (recommendation, default identifier)
`<reference ID>`	Letter combination as reference to the applications: • SYS = System announcements • BC = Broadcasts • CO = Conferences • CSP = Call service profile • INF = Info Telephone • PS = Personal security • KK = Speed dial/Contact dial • DP = DAKS Positioning Service • PC = Sounds for “Microsoft® Sounds and Audio Devices“
`<parameter text>`	Parameter text of the DAKS dialogs; used as an announcement de-- scription in meaningful abbreviated form.

Table 6-11 File name format of announcements

The following tables list for each application the announcement and reference IDs plus the an-- nouncement parameter text for the respective DAKS dialogs and the announcement text.

If there are several examples of one announcement, they are marked in the tables with (option x). Additional explanatory comments are marked in the tables with [Comment]. The subhead-- ings indicate the assignment of the announcements to the applications.

6.7.1 System announcements

An-- nounce-- ment ID	Reference ID with announce-- ment parameter text	Announcement text
9000	SYS_prompt Login Enter PIN	Please enter your PIN.
9001	SYS_prompt Enter ID	Please enter the announcement ID.
9002	SYS_prompt Logoff	You are presently logged on. To log off, please press the star key.
9003	SYS_prompt Login	You are presently logged off. To log in please press the star key.
9004	SYS_announcement Logged in	You are logged on.
9005	SYS_announcement Logged off	You are logged off.
9006	SYS_Msg-Rec	Recording of a new announcement: Please speak after the tone. To end the recording please hang up.
9007	SYS_Scen-Start	To start the selected scenario, please press the star key.
9008	SYS_Scen-IsStart	The scenario you selected has been started.
9009	SYS_Loc-Number	Please enter the telephone number of the handset whose present location you want to track confirm your entry with the hash key. If you made a mistake, press the star key to en-- ter the correct number.
9011	SYS_SMS_20	Please press a number between 1 and 20 to select a message. Press the "*" star or the "#" hash key to scroll the message. To delete the message press 0.
9012	SYS_M2P	You have a message. Please press the star or hash key to scroll within the message.
9013	SYS_Loc-Wait	Positioning active: Please wait.
9014	SYS_logoff n. enabled	Logoff currently not possible
9015	SYS_noLocServer	Currently no connection to location server
9016	SYS_central dial-up	Please enter the valid DAKS dialthru code for the function that you want to reach.

Table 6-12 System announcements

6.7.2 Basic parameters - Enhanced (SMS retrieval service)

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
9010	SYS_User guidance announce-- ment	To select a message, press a key from 1 to 8. To scroll forward or backward within the mes-- sage, press the star or the hash key. To delete the message press 0.
9090	SYS_Message idle	[Idle tone for loading DAKS in the connection]

Table 6-13 Summary of the announcements of the Basic parameters - Enhanced (SMS retrieval service)

6.7.3 Application Broadcasting/Alerting

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
Broadcast parameters - "Announcements"		
9100	BC_Intrusion	Please finish your conversation for an urgent message.
9101	RR_Confirmation positive	You have confirmed positive.
9102	RR_Negative confirmation	You have confirmed negative.
9103	BC_Termination msg	We don't need you for the time being, please hang up.
9104	BC_Neutral message	There is a message for you.
9105	BC_ID entry request	Please enter the broadcast ID.
9106	BC_Message entry request	Please enter the announcement ID.
9107	BC_Record act.msg. request	Please speak after the signal tone, then start the broadcast with the star key.
Broadcast parameters - "Further announcements"		
9110	BC_PIN input request	Please enter your PIN.
9111	BC_Prompt Press key	Please press any numerical key.
9112	BC_Call back request	Please confirm by calling back.

Table 6-14 Summary of the announcements of the application Broadcasting/Alerting

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
9113	BC_Pos./neg. confirmation re-- quest	To confirm positive press 1. To confirm nega-- tive press 0.
9114	BC_Pos.c/neg.c/connect request (option 1)	To talk to the caller press 5. To bookmark the call press 1. If you cannot take the call press 0.
9115	BC_Pos.c/neg.c/connect request (option 2)	To confirm positive press 1. To confirm nega-- tive press 0. To speak to the caller directly press 5.
9116	BC_Pos.c/neg.c/CnT/CnN re-- quest	Press 5 to callback using the room loudspeak-- er. Press 6 to callback over the phone. Press 1 to save the call. If you are not able to take this call, press 0.
9117	BC_Neg. confirmation connect request	If you want to talk to the caller, press 5. If you are not able to take this call, press 0.
9118	BC_Prompt Completed	Please send a completed message when the matter has been resolved.
9119	BC_Confirmation Completed	Completed message received.
9121	BC_9=End positioning	To end the cyclical location tracking press 9.
9122	BC_Prompt Completed from initi- ator telephone	Please send a completed message from the initiator's telephone when the matter has been resolved.
9123	BC_9=Completed	Press 9 when the matter has been resolved.
9124	BC_5=Speak	If you want to talk to the caller press 5.
9125	BC_3=Wrong person	If you are the wrong person press 3.
9126	BC_Apology	Thank you and sorry to interrupt.
9127	BC_prompt_Arrival	Please enter the estimated time in minutes af-- ter which you will arrive at the site and close with the hash key or correct your entry with the star key.
9128	BC_Arrival-OK	Thank you. Your entries have been accepted.

Table 6-14 Summary of the announcements of the application Broadcasting/Alerting

6.7.4 Application 'Conferences'

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
Conference parameters - "Schedule/Announcements"		
9200	CO_If conf. inactive	This conference is not available at the present time.
9201	CO_Canceled by master	The conference was terminated.
9202	CO_Particip. timeout	The maximum participation time has been reached, the connection will be cut off now.
9203	CO_Conference timeout	The conference time will expire shortly.
Conference parameters - 'More messages'		
9210	CO_Intrusion	Please finish your conversation, you are now requested to join conference call.
9211	CO_ID entry request	Please enter the conference ID.
9212	CO_PIN entry request	Please enter your PIN.
9213	BC_Press star key request	Telephone conference, to participate please press the star key.
9214	CO_To parked participants	Please wait.
9230	CO_Urgent intrusion	Please finish your conversation, you are now requested to join an important conference call.
Conference parameters - "Operator announcements"		
9215	CO_Extending of conf	Please enter the number of minutes, you want to extend your conference, then confirm with the hash key.
9216	CO_Phone no. request	Please enter the telephone number, then con-- firm with the hash key. To correct press the star key.
9217	CO_Exit conference	To quit without terminating the conference, press the hash key.
9218	CO_Exit conf. and close	To terminate the conference, press the hash key now.

Table 6-15 Summary of the announcements of the application Conferences

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
9219	CO_Multiple phone no. request	Please enter the telephone numbers that must be dialed and confirm each entry with the hash key. The participants are dialed with the star key and you return to the conference. If you make a mistake, press the star key to de-lete the last entry before confirming.
9231	CO_Multiple ph. no.@ad hoc start	Please enter the telephone numbers that must be dialed and confirm each entry with the hash key. Start the conference with the star key. If you make a mistake, press the star key to de-- lete the last entry before confirming.
9224	CO_SECURITYCODE	Please enter the security code.
Conference groups - 'Messages'		
9220	CO_Message to initiator	You have started a conference; please wait for other conferees.
9221	CO_Message to dialed subscrib-- ers	Telephone conference
9222	CO_Message to dial-in subscrib-- ers	Telephone conference
9223	CO_Wait	Please wait.

Table 6-15 Summary of the announcements of the application Conferences

6.7.5 Application Call Profiles

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
Call profile parameters - "Announcements"		
9300	CSP_Intrusion message	Please hang up now.
9301	CSP_Announcement msg	This is a call over a call service profile.
9302	CSP_After timeout	The maximum duration of this call has been reached, the connection will be cut off now.
9303	CSP_ID entry request [for Active Number]	Please enter your ID to change the 'Active Number'.
9304	CSP_Act. no. entry request	Please enter your active number now and ter-- minate with the hash key.
9305	CSP_Level entry request	Now enter the call screening level you want to apply. Select a number between 1 and 9, or enter 0 to deactivate the call screening.
9306	CSP_Code entry request	Official call - Enter the acceptance code - you may need to activate DTMF-Signaling first.
9307	CSP_PIN input request	Please enter your PIN.
9308	CSP_Deactivate-Activate request	To activate the trouble announcements press 1, to deactivate press 2.
9309	CSP_Message entry request	Please enter the ID of the current malfunction message.
9310	CSP_#=activate request	Please press the hash key to activate.
9311	CSP_#=deactivate request	Please press the hash key to deactivate.
9312	CSP_Act-new	The Active Number has been changed.
9313	CSP_Act-Del	The Active Number has been deleted.
9314	CSP_ID	Please enter the ID of the call profile.
9315	CSP_Callback active no.	Your active number has been changed. This call verifies the new setting. Please hang up now.
9316	CSP_CS Activation	The call screening has been activated.
9317	CSP_CS Deactivation	The call screening has been deactivated.

Table 6-16 Summary of the announcements of the application Call Profiles

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
9318	CSP_Select PA system loud-speaker circuit	Please enter the wanted PA system loud-speaker circuits in any order, and close your entry with the hash key for a normal call, or with the star key for prioritized call.
9319	CSP_PA received	Thank you, your entries have been received.
Call profile data - 'Behavior'		
9320	CSP_Activity [upon unauthorized access]	Unfortunately you are not authorized to acti-- vate this call service profile.
Call profile data - 'Messages'		
9330	CSP_before dialing (1) [1)]	Tetronik AEN, Taunusstein.
9331	CSP_before dialing (2) [1)]	We are informed about following problems at present.
9332	CSP_before dialing (3) [1)]	If you are calling in regard to one of these inci-- dents, please hang up now. If not, please hold the line. We will put you through to one of our specialists as soon as possible.
9333	CSP_Prev. to act. msg	We are currently informed about the following problems.
9334	CSP_After act. msg	If you are calling in regard to one of these inci-- dents, please hang up now. If not, please hold the line. We will put you through to one of our specialists as soon as possible.
9335	CSP_Waiting message	All agents are busy at the moment. Please hold the line. We will put you through to one of our specialists as soon as possible.
9336	CSP_during phase 1	Please hold the line. We are trying to reach the requested person at several numbers.
9337	CSP_during phase 2 (option 1)	Please hold the line. We are trying to reach the requested person at other telephone numbers.
9338	CSP_during phase 2 (option 2) [call forwarding message]	If you want to try to reach the requested per-- son also at his private telephone numbers, please hold on the line. If not, please hang up now.

Table 6-16 Summary of the announcements of the application Call Profiles

[1)] These messages can be used in combination to form a so-called composed announcement, with the option to add on the fly a newly recorded "Malfunction announcement", that is then played before the dial-up as 'Message before dialing'.

6.7.6 Application Info Telephone

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
Process Info Telephone activities		
9400	INF_Apology	The service is not active at present.
9401	INF_PIN input request	Please enter your PIN.
9402	INF_ID entry request	Please enter the ID to switch the Info tele-- phone. To end the Info telephone enter the ID 0.

Table 6-17 Summary of the announcements of the application Info Telephone

6.7.7 Application 'Personal security'

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
Personal security parameters - "Outputs"		
9500	PS_Intrusion	Security call - Please hang up now.
9501	PS_PIN input request	Please enter your PIN.
9502	PS_Target's PIN input request	Please enter the PIN of the subscriber you want to monitor.
9503	PS_Message input request	Please identify your present location after the signal tone.
9504	PS_Activated message	You have activated personal security.
9505	PS_Deactivated message	You have deactivated personal security.
9506	PS_Observance message (1)	This is a security call.
9507	PS_Observance message (2)	This is a security call. Please confirm with the star key.

Table 6-18 Summary of the announcements of the application Personal security

An-- nounce-- ment ID	Reference ID with announce-- ment parameter text	Announcement text
9508	PS_Retrigger announcement (1)	The security period has been restarted.
9509	PS_Retrigger announcement (2)	If you have moved to a new location, you can now record a new announcement. To do so, please press the star key.
9510	PS_Monitoring error	Attention! A monitoring error has been detect-- ed in the personal security process.
9511	PS_Profile entry	Please enter the personal security profile ID.

Table 6-18 Summary of the announcements of the application Personal security

6.7.8 Application DAKS Positioning Services

An-- nounce-- ment ID	Reference ID with announce-- ment parameter text	Announcement text
Edit DPS parameters		
9700	DP_Communicating via base sta-- tion	Currently used base station
9701	DP_strongest base station	The base station that is being received the strongest
9702	DP_receivd. base stations	Received base stations
9710	DP_very strong signal	very strong signal
9711	DP_strong signal	strong signal
9712	DP_medium signal	medium signal
9713	DP_weak signal	weak signal
9714	DP_very weak signal	very weak signal
9720	DP_not locatable	Terminal cannot be located
9721	DP_currently no location data	Currently this terminal cannot be located
9730	DP_Strongest access point	The access point that is received the strongest
9731	DP_receivd. access points	All access points that are received
9740	DP_Most likely location	The most likely location
9741	DP_Possible location area	All possible location areas

Table 6-19 Summary of the announcements of the application Info Telephone

6.7.9 Options - Control (Microsoft® Sounds and Audio Devices)

An-- nounce-- ment ID	**Reference ID with announce-- ment parameter text**	**Announcement text**
	PC_Yellow-Alert	Warning: Yellow alert!
	PC_Red-Alert	Warning: Red alert!
	PC_Hot Standby	Warning! The DAKS server is in the hot stand-- by mode.

Table 6-20 Summary of the announcements of Options - Control (Microsoft® Sounds and Audio Devices)

7 Create and Administrate Subscribers

Overview

This chapter shows you how to set up and administrate subscribers, and how to assign rights to subscribers. It also includes a detailed description of the fields of the subscriber data fields.

Contents

This chapter covers the following areas:

7.1 Subscriber list overview

7.2 Dependencies of subscriber settings on other settings

7.3 General aspects of the subscriber administration

- 7.3.1 General information for the login and logoff of subscribers
- 7.3.2 Logoff of subscribers over the phone
- 7.3.3 Login subscribers over the phone

7.4 Administrate subscribers

- 7.4.1 Add new and edit existing subscribers
- 7.4.2 Edit destinations
- 7.4.3 Delete subscribers
- 7.4.4 Edit and delete subscriber references

7.5 Users and rights

- 7.5.1 Operator rights
- 7.5.2 Edit operator rights
- 7.5.3 Administrator rights
- 7.5.4 Edit administrator rights
- 7.5.5 Assign a first-time password
- 7.5.6 Reset passwords and withdraw user status
- 7.5.7 Change own password

7.6 Add and collate subscribers from LDAP directories

- 7.6.1 Add new subscribers from LDAP directory
- 7.6.2 Collate subscribers against LDAP directories
- 7.6.3 Logon data of LDAP directories
- 7.6.4 Customize LDAP entries

7.1 Subscriber list overview

DAKS administrates a central subscriber list with up to 30,000 subscribers.

DAKS stores subscriber-specific information and user rights in the subscriber list. Each subscriber can be assigned up to four destinations (subscriber call numbers/terminals). Subscribers can be assigned operator and administrator rights to activate and to create applications.

Broadcasts and conference groups or call profiles can be defined on the basis of the central subscriber list. Only references to the central subscriber list are stored in the applications themselves so that any call number changes have to be maintained just once centrally.

7.2 Dependencies of subscriber settings on other settings

In addition to the settings found in the "Edit subscriber" window, there are also other system parameters that have an effect on subscriber settings.

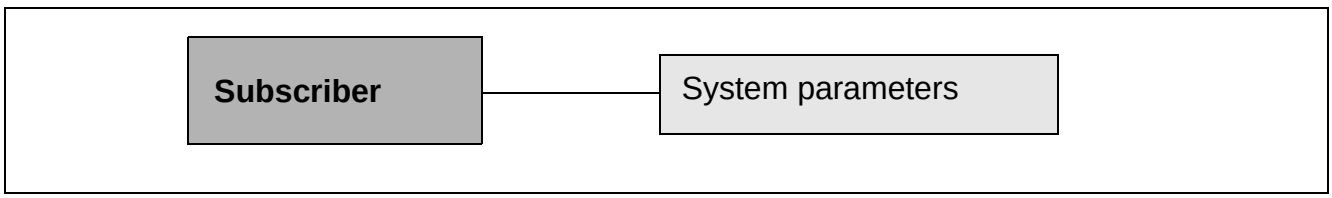


Image 7-1 Dependencies of subscriber settings on other settings

System parameters:

- **Connection type:**
  To assign a destination, DAKS needs a connection type (Section 4.3, "Set up connection types"). Note that the connection types "Internal", "External" and "No selection" are already pre-defined.
- **Time segments:**
  Each destination can be assigned predefined time segments in which that number can be dialed. The time segments that are available are defined centrally (Section 4.4, "Define time segments").
- **Clients:**
  Subscribers can be assigned to client groups. Please note that once a subscriber has been assigned, he can only be appointed in the applications of that particular client group. Subscribers belonging to the "Global" client group can be appointed in all applications. They can only be administrated by the administrators of the "Global" client group (Section 4.7, "Set up clients").

7.3 General aspects of the subscriber administration

7.3.1 General information for the login and logoff of subscribers

With DAKS subscribers can login and logoff over the phone.

Subscribers who are already logged off are not called by the DAKS processes (broadcasts, conferences and call profiles).

All subscribers who are logged off are output in color in the subscriber list and application groups of the DAKS-TT Operator-Tool, and are given in the column "Priority" the info "(logged off)".

For Broadcast groups it is possible to prevent that all members logoff from that group by rejecting the logoff of the last callable member (Section 9.7.1, "Add new and edit existing broadcast groups").

Note:
The time segments (Section 7.4.2, "Edit destinations") are NOT considered by the system when rejecting the logoff of the last callable member.

7.3.2 Logoff of subscribers over the phone

To logoff please proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "System function - Login/logoff subscribers" e. g.: "800 **090**“
LOG ON/OFF PIN?	Request to enter PIN or long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
CURR. LOGGED ON LOGOFF? *=YES	Message confirming login or a long tone if this announcement is not available.
	Press the ***** star key to logoff.
CURR. LOGGED OFF	Message confirming logoff or a long tone if this announcement is not available and backwards disconnect by DAKS

7.3.3 Login subscribers over the phone

To login please proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "System function - Login/logoff subscribers" e. g.: "800 **090**“
LOG ON/OFF PIN?	Request to enter PIN or long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
CURR. LOGGED OFF LOGON? *=YES	Message confirming logoff or a long tone if this announcement is not available.
	Press the ***** star key to log on.
CURR. LOGGED ON	Message confirming login or a long tone if this announcement is not available and backwards disconnect by DAKS

7.4 Administrate subscribers

To create and edit subscribers, you must have the corresponding administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to carry out these operations (Section 7.5.3, "Administrator rights").

Security advice
General security policies require that you change all passwords that were generated and furnished by the manufacturer.
If you have not yet changed the password of the user "sysadm" please login with this user name now (Section 3.1.2, "Starting the Administrator-Tool and Operator-Tool") and change the password (Section 7.5.7, "Change own password").

7.4.1 Add new and edit existing subscribers

Carry out the following tasks to add or to edit a new subscriber:

No.	Step
1.	Start the Administrator-Tool and login.
2.	Select "Subscriber" in the tree view. This will open the subscriber list.
3.	Click on the symbol in the menu bar to add a new subscriber, or select the subscriber entry you want to edit and click on . This will open the window "Edit subscriber".
4.	Enter all relevant subscriber data in keeping with the below field descriptions, or add the necessary changes.
5.	Click on **OK** to save the subscriber data.

Table 7-1 Add new and edit existing subscribers

Description of the fields in the window "Edit subscriber"

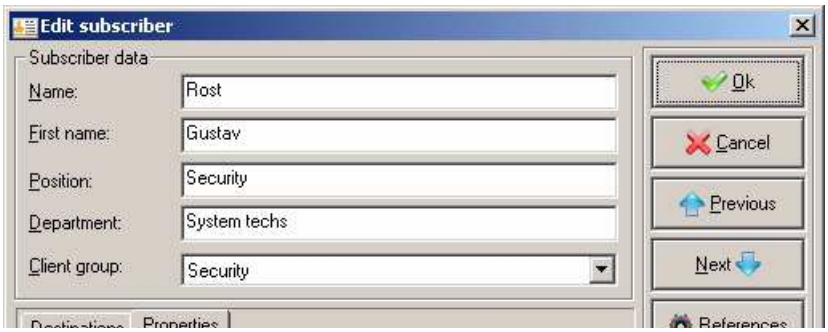
Edit field	Description
	
Window area "Subscriber data"	
Name	Edit field, max. 30 characters.
First Name	Edit field, max. 30 characters.
Position	Edit field, max. 30 characters.
Department	Edit field, max. 30 characters.
Note that the entries in the fields "Name", "First Name", "Position" and "Department" are combined for output in log files and display outputs. For this purpose, a space and a comma are inserted between the individual entries and the total length is limited to 30 characters. Example: GRATE, MATTHEW, SYSTEM ENGINEER,	
Client group	Selection field to assign the subscriber to a client group. Usually the subscriber is assigned to the group to which the administrator who created the subscriber also belongs (Section 4.7, "Set up clients").

Table 7-2 Description of the fields in the window "Edit subscriber"

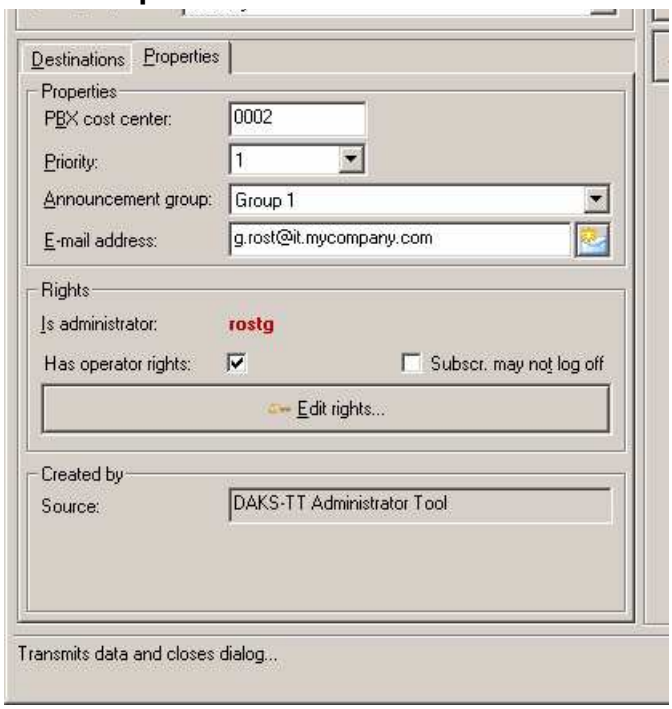
Edit field	Description
Tab "Properties"	
	
Window area "Properties"	
PBX cost center	Edit field for subscriber-specific cost centers (max. 16 digits, numerals, * and #) for the correct assignment of telephone charges for DAKS outbound calls.
Display Code	Edit field to assign to the subscriber a two-digit display code to identify the subscriber on the phone display during ongoing conferences (Chapter 11, "Set Up, Convene and Moderate Conferences").
Priority	Selection field that assigns a standard priority to the subscriber. It serves as a default for the order of selection in broadcast groups and is important when there are more subscribers to be called than there are dial channels. Here, **1 has the lowest and 9 the highest** priority. If the priority is "Inactive", the subscriber will no longer be dialed in any application nor will he, during a broadcasts, be evaluated or logged as "Not reached". In this way you can temporarily deactivate a subscriber, for example a subscriber on leave or vacation, without having to remove him altogether from all groups.

Table 7-2 Description of the fields in the window "Edit subscriber"

Edit field	Description
Announcement group	Selection field that assigns the subscriber to a subscriber group that receives a specific announcement during broadcasts. This field is important for, e.g.: • announcements with the same content in different languages or • different department-related or function-related announcements. For further information, see Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts".
E-mail address of	Edit field for the email address of the subscriber.
	Opens the window to edit the administrator and operator rights. Further details of the window area "Rights" are found in Section 7.5, "Users and rights".
Window area "Created by"	
Source	Display field indicating the source of the dataset, usually the "DAKS-TT Administrator-Tool"; in combination with LDAP servers or with the "DAKS-TT Dataimport Tool" this field can also refer to other sources.
Unequivocal identifier	This display field will only become visible in connection with imported subscriber datasets. The field is used to render the unequivocal identifier of an external source that is used to read the pertinent subscriber against his correlating external dataset.
Status	Display field indicating the update status of the dataset. Supported values are "**Changed**" and "**Deleted**".
Tab "Destinations"	
List window for the display of subscriber destinations. For a detailed description see Section 7.4.2, "Edit destinations".	

Table 7-2 Description of the fields in the window "Edit subscriber"

7.4.2 Edit destinations

You can specify up to four destinations for the subscriber in the "Destinations" tab. The entered destinations can be integrated in the various applications (e.g. in a broadcast group).

Follow the instructions below to create or edit destinations:

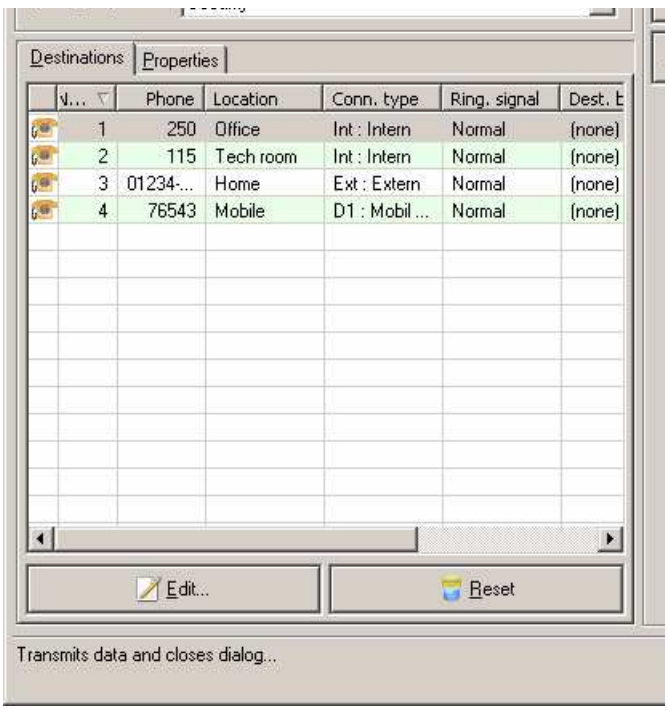
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the entry you want to edit and click on . This will open the window "Edit subscriber".
3.	Select the "Destinations" tab“. 
4.	Select the correct destination and click on **Edit** or double-click on the destination. This will open the window "Edit <No.> destination".
5.	Enter the data in accordance with the following field descriptions.
6.	Click **Ok** to save your changes.

Table 7-3 Edit destinations

Description of the fields in the window "Edit destination"

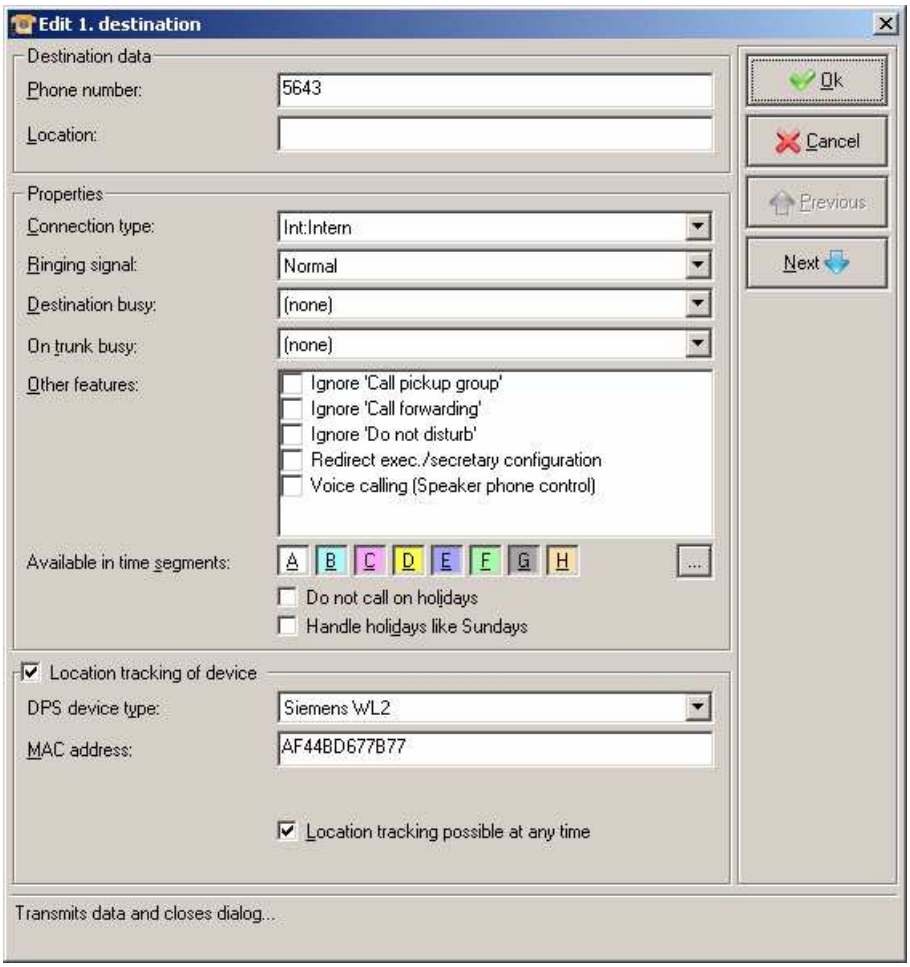
Field	Description
	
Window area "Destination data"	
Phone number	Edit field for the telephone number of the destination. Max. 18 characters consisting of: numerals, *, #, and the separator ( ) - + / SPACE
Prefix	Edit field for the priority prefix of urgent conferences. Max. 4 characters.
Site	Edit field for the physical location of the terminal (e. g. storage) or for a description (e. g. D2 mobile phone), max. 30 characters
Window area "Properties"	

Table 7-4 Description of the fields in the window "Edit destination"

Field	Description
Connection type	Selection field for the type of handset that shall be reached at this telephone number. The selection possibility depends on the connection types that are set up (Section 4.3, "Set up connection types").
If needed, use the following CorNet-specific options to reach subscribers. To be able to use the options offered by the respective connection type in the applications, please activate on a group-specific basis the checkbox "Use CorNet features" in the respective applications. Please note that the display of the following fields depends on what is released for the field in the selected connection type.	
Ringing signal	Selection field: • Normal Default ringing signal (internal call, preset) • Urgent (external) Ringing signal with increased urgency (typical: external call) • Alarm Alarm ringing signal (typical: prolonged ringing)
On busy	Selection field: • None DAKS does not use the special options (default). • Camp-on A camp-on signal is played repeatedly in the current call to request the subscriber to end or to toggle the call (switching between lines). • Override An override announcement determined according to the specific application is loaded into the current call. This requests the subscriber to end or toggle the call (switching between lines). • Emergency intrusion The same as intrusion, but emergency intrusion cannot be prevented by the intrusion protection activated on a user-specific basis. • Forced release The current call is automatically disconnected. As soon as the subscriber hangs up, he is called again.

Table 7-4 Description of the fields in the window "Edit destination"

Field	Description
Trunk busy	The selection field determines the behavior for a busy tie trunk connection between two PBX systems. If the capacity of the tie trunk connections is fully occupied, the DAKS server can override or force release according to the respective setting. This also applies to connections that were not established by the DAKS server. • None DAKS does not use the special options (default). • Intrusion Playback of an intrusion (override) announcement determined on an application-specific basis, prompting the subscribers to end the call. The line that is released is used to reach the actual destination. • Forced release The current call is automatically disconnected. The line that is released as a result is used to reach the actual destination.
Other actions	Selection checkboxes: • Ignore ‘Call pickup group’ If the selected subscriber is in a call pickup group and he is called by DAKS, then no information on this is provided to subscribers in the call pickup group if this checkbox is marked. Additionally, the call cannot be taken by a colleague (particularly important, e. g. in conjunction with "Personal Calls"). • Ignore ‘Call forwarding’ If you select this checkbox a call forwarding or call redirect set up beforehand is not carried out (even one for "Voice Mail"). This is particularly important if you want to reach a location and not the staff who normally work there (e. g. in conjunction with a building evacuation). • Ignore ‘Do not disturb’ If you select this checkbox the ‘Do not disturb’ function is ignored (e. g. in conjunction with emergency calls). • Redirect executive/secretary configuration If you select this checkbox the DAKS call will be directed right to the executive you want to reach, even if all his calls are normally switched to his secretary. Note that this checkbox cannot be selected together with "Ignore call forwarding" or "Forced release" options (not supported by HiPath). • Voice calling (Speaker phone control) The loudspeaker of the digital Hicom hands-free telephone is automatically activated without the called subscriber having to take the call (e. g. by lifting the handset).

Table 7-4 Description of the fields in the window "Edit destination"

Field	Description
Available in time segments	This window area "Time zone properties" contains the buttons that are needed to assign this subscriber destination to the displayed time segment A through H. The assignment is carried out separately for each destination. The time segment in which the subscriber may be called, are highlighted in color (Section 4.4, "Define time segments").
...	Button for direct output or editing of the assigned time segments (Section 4.4, "Define time segments").
Do not call on holidays	If this box is checked, the subscriber will not be called on holidays (Section 4.14, "Create holiday settings").
Call on holidays and Sundays	If this box is checked, the subscriber is called on the listed holidays (Section 4.14, "Create holiday settings") in keeping with the time segment definition for Sundays.
Window area "Handset can be located". This window area is only visible if the application "DPS" (Chapter 17, "DAKS Positioning Services") has been licensed and the user who is currently logged in has the user rights for DPS. If this box is checked the target can be located by DPS.	
Terminal type	Use this selection field to define the target's DPS terminal type.
MAC address	Only visible for WLAN terminals. Use this field to enter the MAC address of the TAG.
Always locatable	If this box is checked, the terminal can be located at any time via the DAKS-TT Operator-Tool or over the phone. If this box is not checked, the terminal can only be located if it was also used to trigger an alarm.

Table 7-4 Description of the fields in the window "Edit destination"

7.4.3 Delete subscribers

All subscribers who are still members of groups must first be removed from all groups before they can be deleted from the central subscriber list (Section 7.4.4, "Edit and delete subscriber references").

Note that the subscriber with the user ID "sysadm" (original system administrator) cannot be deleted.

Follow the instructions below to delete subscribers:

No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the subscriber to be deleted in the subscriber list. You can also select several subscribers.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The subscriber is deleted. If the subscriber should still be a member of a group, the "Subscriber references" window will now automatically open (Section 7.4.4, "Edit and delete subscriber references").

Table 7-5 Delete subscribers

7.4.4 Edit and delete subscriber references

You can open the window "Subscriber references" directly from the window "Edit subscriber". Here you will see all groups or profiles of which the subscriber is a member. In this window you can edit the subscriber-specific entries of the individual applications directly or delete references.

When trying to delete a subscriber who is still a member of a group, the window "Subscriber references" will automatically open up.

Carry out the following tasks to edit or to delete subscriber references:

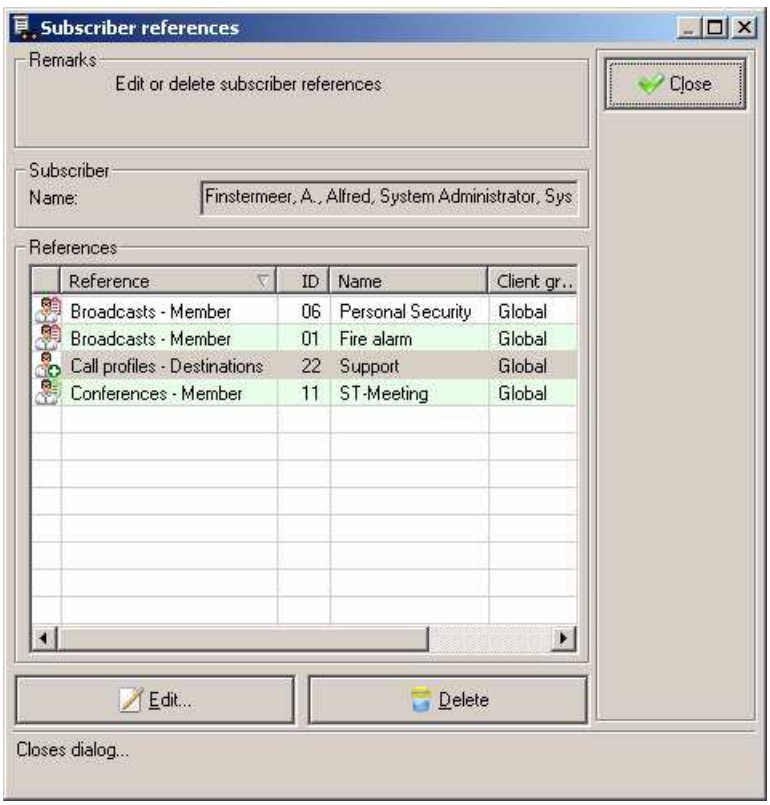
No.	Step
1.	Open the subscriber to be edited and click on **References**. This will open the window "Subscriber references". 

Table 7-6 Edit and delete announcement references

No.	Step
2.	**Edit reference entries:** Select the wanted reference entry and click **Edit** or make a double-click on the entry you want to edit. You are moved directly to the subscriber-specific settings of the referenced application. **Delete reference entries:** Select the reference entry to be deleted and click **Delete**. Confirm the prompt with **Yes**. The selected subscriber references are deleted. If the list is empty, the subscriber can also be deleted.

Table 7-6 Edit and delete announcement references

7.5 Users and rights

Users can be assigned three different levels of authorization. Depending on these rights, they can assume different roles. The respective authorization levels are indicated in the subscriber list with the following symbol:

Authorization level	Description	Symbol
Subscriber	Subscribers (users) who are only listed in DAKS usually have no reference to external databases.	
	Subscribers who were imported into the subscriber list via the DAKS-TT Dataimport Tool and have a corresponding reference to the source database.	
	Subscribers who were imported into the subscriber list via the LDAP interface and have a corresponding reference to the source database.	
Operator	Subscribers (disregarding external references) who have a PIN and who usually have operator rights.	
Administrator	Subscribers (disregarding external references) with a user ID and a password who usually have administrator rights.	
Administrator/operator	Combination of operator and administrator.	

Table 7-7 Users and rights

7.5.1 Operator rights

Operator rights allow the operator to start applications over the phone, and to edit announcements. Bear in mind that operators need a PIN to be assigned operator rights.

The subscriber must have operator rights as well as a user ID and password to work with the Operator-Tool on the PC. The user ID and password are requested when the Tool is started.

Assign PINs and grant operator rights

Due to the fact that most applications can only be started with a PIN entry, the operator must first be assigned a PIN. If no PIN is assigned to the user, he cannot be assigned operator rights.

The following rules apply for the allocation of PINs:

- The rules of a dial plan must be observed. If, for example, a PIN of "255" has already been allocated, a PIN of "2550" is no longer possible.
- The subscriber is identified by the PIN, hence it must be unique for all subscribers.
- The verification of the uniqueness of the PIN can be deactivated for special applications. This means that several entries in the subscriber list can be assigned the same PIN, i. e. a person who has several terminals can - independent of the terminal on which he is reached - carry out acknowledgments with the same PIN (project-specific enhancement). This can lead to restrictions in certain applications, e. g. an acknowledgment will not affect any call that are made at the same time to other subscribers with the same PIN.

7.5.2 Edit operator rights

Follow the below instructions to edit operator rights:

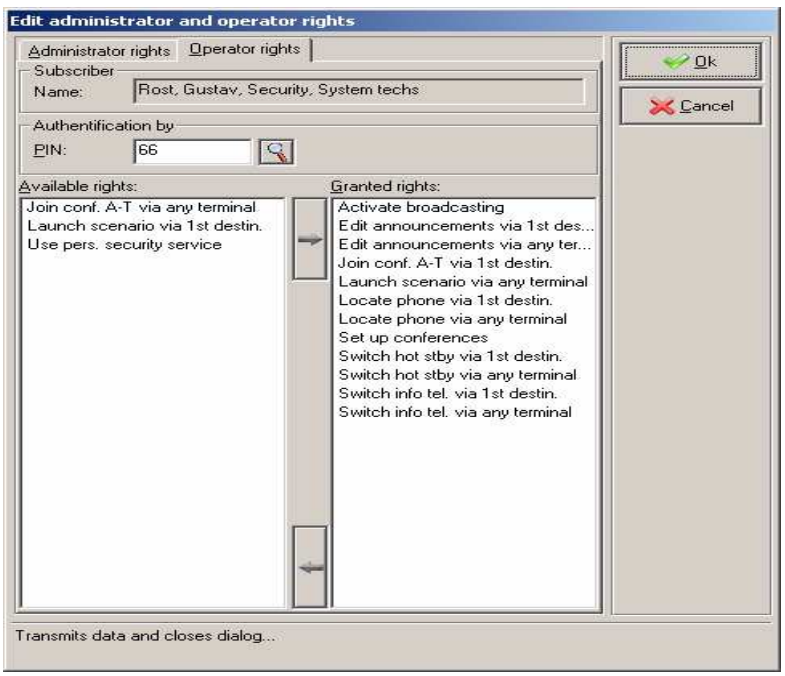
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the entry you want to edit and click on . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on **Edit rights**. This will open the window "Edit administrator and operator rights": 
5.	Select the "Operator rights" tab to assign subscribers a PIN and to enable the launching of applications.
6.	There are two ways of assigning or withdrawing operator rights: • Select the rights in the respective list field and move it with the arrow buttons. • Double-click on the entry. It is then moved to the other list.
7.	Click **Ok** to save your changes.

Table 7-8 Edit operator rights

Applications can be configured to define that actions can only be performed from the first telephone. This means that both the PIN and the calling number (the telephone or call number of the calling person) will be verified, i. e. the operator who identifies himself with his PIN must perform the action from the telephone that is assigned to his name
1st destination.

Description of the operator rights in the window "Edit administrator and operator rights"

Operator rights	Description
View Active No. & call screening	Select this right to enable the user can to see if an active number or a call screening level has been set for any call profiles.
Edit Active No. & call screening	Select this right to enable the user to set, edit or delete an active number or a call screening level for call profiles.
Edit announcements via any terminal	Select this right to user the operator to delete or rerecord announcements from any telephone.
Edit announcements via 1st destination	Same as "Edit messages via any telephone", but with additional verification of the calling number.
Switch hot stdby via any terminal	Select this right to enable the user to switch the server from any telephone or terminal. If the DAKS server is switched to hot standby, it can be administrated; however, the connection to the PBX system will be interrupted.
Switch hot stdby via 1st destin.	Same as "Switch Hot Stdby via any terminal", but with additional verification of the calling number.
Switch info tel. via any terminal	Select this right to enable the user to switch between already configured Info telephone profiles, or deactivate the Info telephone.
Switch info tel. via 1st destin.	Same as "Switch info tel. via any terminal", but with additional verification of the calling number.
Edit joker access	Select this right to enable the user to set, edit or delete the configured joker accesses.
Join conf. A-H via any terminal	Irrespective of the individual conference group, this user may enter into any active conference quickly, e. g. via the destination key. This right is only recommended for operators who can follow ongoing conference activities on the screen.
Join conf. A-H via 1st destin.	Same as "Join conf. A-H via any terminal", but with additional verification of the calling number.

Table 7-9 Description of the operator rights

Operator rights	**Description**
Set up conferences	This right is a prerequisite for an operator to be able to activate conferences that require a PIN for convening the conference. Depending on the individual conference group, the convener may need to meet additional requirements (Chapter 11, "Set Up, Convene and Moderate Conferences").
Use per. security services	Select this right to enable the user to activate/deactivate the protective function Personal Security for himself, or for a third party.
Activate broadcasting	If he has been identified as user, this operator is authorized to activate broadcasts, either over the phone or through the Operator-Tool. The initiator may have to fulfill additional requirements depending on the respective broadcast group.
Launch scenario via any terminal	Select this right to enable the user to activate scenarios from any telephone or terminal.
Launch scenario via 1st destination	Same as "Launch scenario via any terminal", but with additional verification of the calling number.
Locate phone via any terminal	Select this right to enable the user to set off location tracking requests from any telephone.
Locate phone via 1st destination	Same as "Locate phone via any terminal", but with additional verification of the calling number.

Table 7-9 Description of the operator rights

7.5.3 Administrator rights

The subscriber with the user ID "sysadm" (original system administrator) is always present and cannot be deleted. Note that there may be additional Administrators besides the original administrator.

Administrator rights enable the user to:

- Create new users and delete users
- Allocate and reset passwords and PINs
- Granted rights
- Create and edit applications

The individual options depend on the rights that were assigned.

Administrator rights can only be assigned to subscribers who also have a user ID and a password.

7.5.4 Edit administrator rights

Follow the below instructions to edit administrator rights:

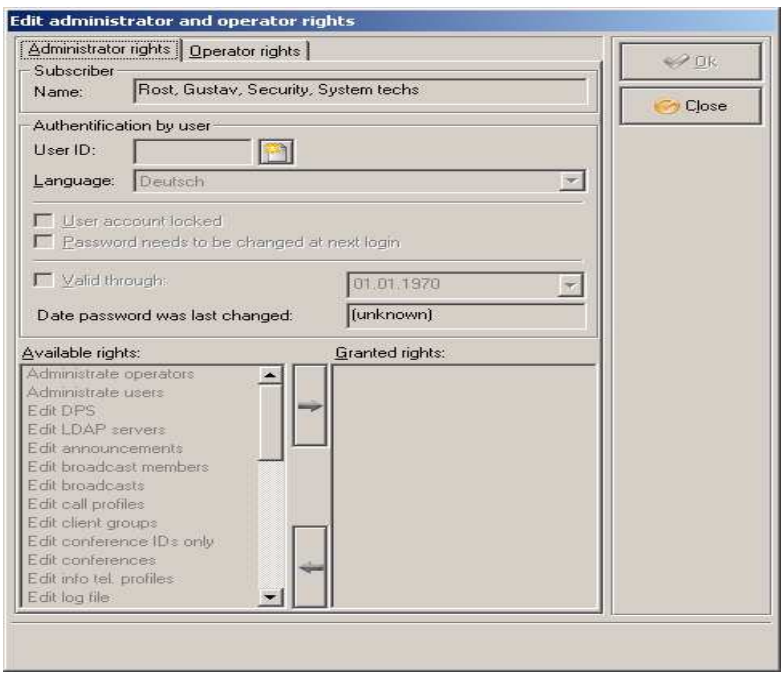
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the entry you want to edit and click on . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on **Edit rights**. This will open the window "Edit administrator and operator rights": 
5.	Open the tab "Administrator rights".
6.	There are two ways of assigning or withdrawing administrator rights: • Select the rights in the respective list field and move it with the arrow buttons. • Double-click on the entry. It is then moved to the other list.
7.	Click **Ok** to save your entries.

Table 7-10 Edit administrator rights

The following administrator rights can be assigned:

- Administrate administrator rights
- View announcements
- Edit announcements
- Lock announcements
- Modify announcements
- View call profiles
- Edit call profiles
- Install DAKS Customized Operator
- View DAKS Positioning Services
- Edit DAKS Positioning Services
- View info tel. profiles
- Edit info tel. profiles
- View conferences
- Edit conference IDs only
- Edit conferences
- Use LDAP import
- Edit LDAP server
- View client groups
- Edit client groups
- Administrate operators
- View personal security services
- Edit personal security services
- Edit log file
- View broadcasts
- Edit broadcasts
- View system parameters
- Edit system parameters
- View scenarios
- Edit scenarios
- View subscribers
- Administrate users
- Edit time segments

7.5.5 Assign a first-time password

When a new subscriber is created, he has at first no user ID or password, nor any assigned administrator rights.

Follow the below instructions to assign a first-time password:

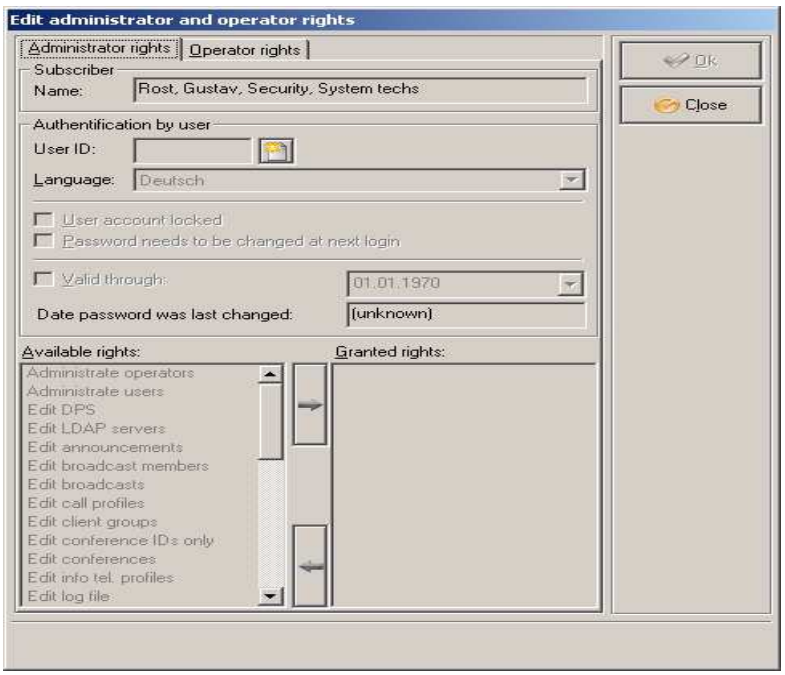
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the entry you want to edit and click on . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on **Edit rights**. This will open the window "Edit administrator and operator rights": 
5.	Open the tab "Administrator rights".

Table 7-11 Assign a first-time password

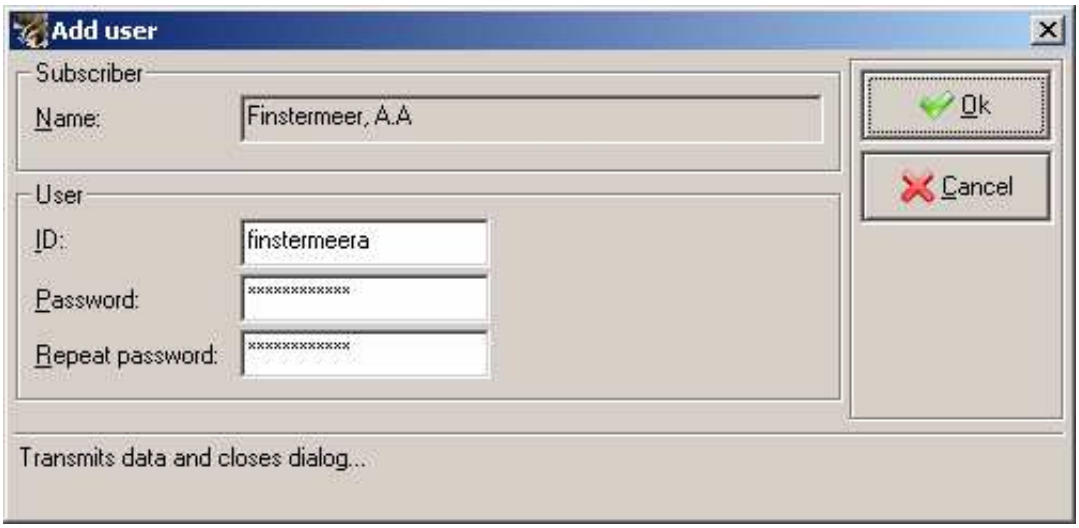
No.	Step
6.	Click on the symbol next to the field "User ID". The window "Add user" will pop up: 
7.	Enter the correct user ID and the password. The Edit fields can accept up to 12 characters. The change is only accepted if the new password is entered identically twice and you receive a corresponding confirmation. If you do not change the specified entry, the password is the same as the user ID.
8.	Click **Ok** to save your entries.

Table 7-11 Assign a first-time password

Depending on the settings in the basic parameters (Section 4.2, "Edit basic parameters") the following rules apply::

- Neither “Security password“ nor “High-security password“ selected:
  The password needs to have at least 4 characters with no further vaildation of the password.
- “Security password“ selected:
  The password needs to have at least 8 characters with no further vaildation of the password.
- “High-security password“ selected:
  The password needs to have at least 12 characters and consist of numbers, characters and symbols.

7.5.6 Reset passwords and withdraw user status

Carry out the following tasks to reset the password or to withdraw the user status:

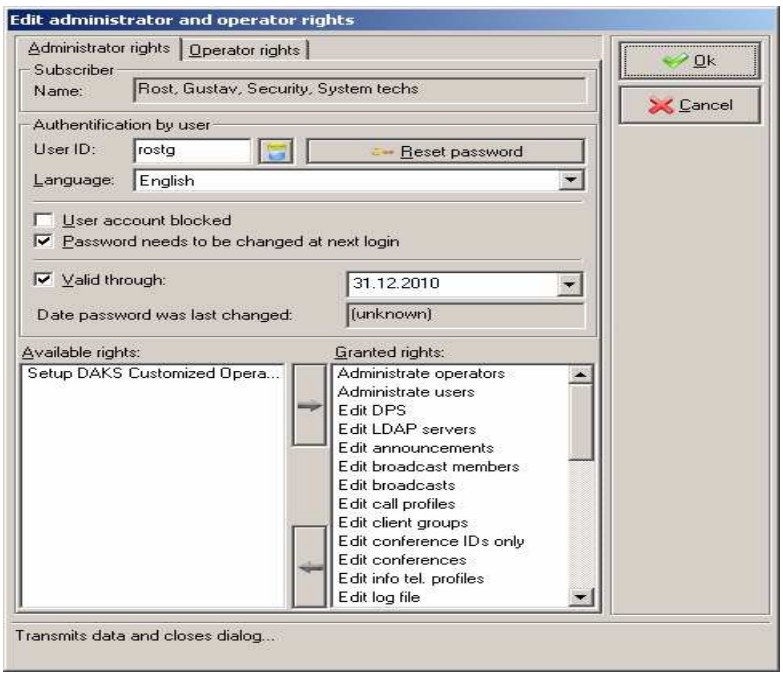
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Select the entry you want to edit and click on . This will open the window "Edit subscriber".
3.	Select the "Properties" tab.
4.	Click on **Edit rights**. This will open the window "Edit administrator and operator rights": 
5.	Open the tab "Administrator rights".
6.	**Withdraw user status:** Click on the symbol next to the field "User ID“ and confirm the security prompt with **Yes**. This will enable the subscriber to login to the Operator or Administrator-Tool. **Resetting the password:** Click on **Reset password** and confirm the security prompt with **Yes**. The password is set to the user ID.

Table 7-12 Reset passwords and withdraw user status

7.5.7 Change own password

Follow the below instructions to change your own password:

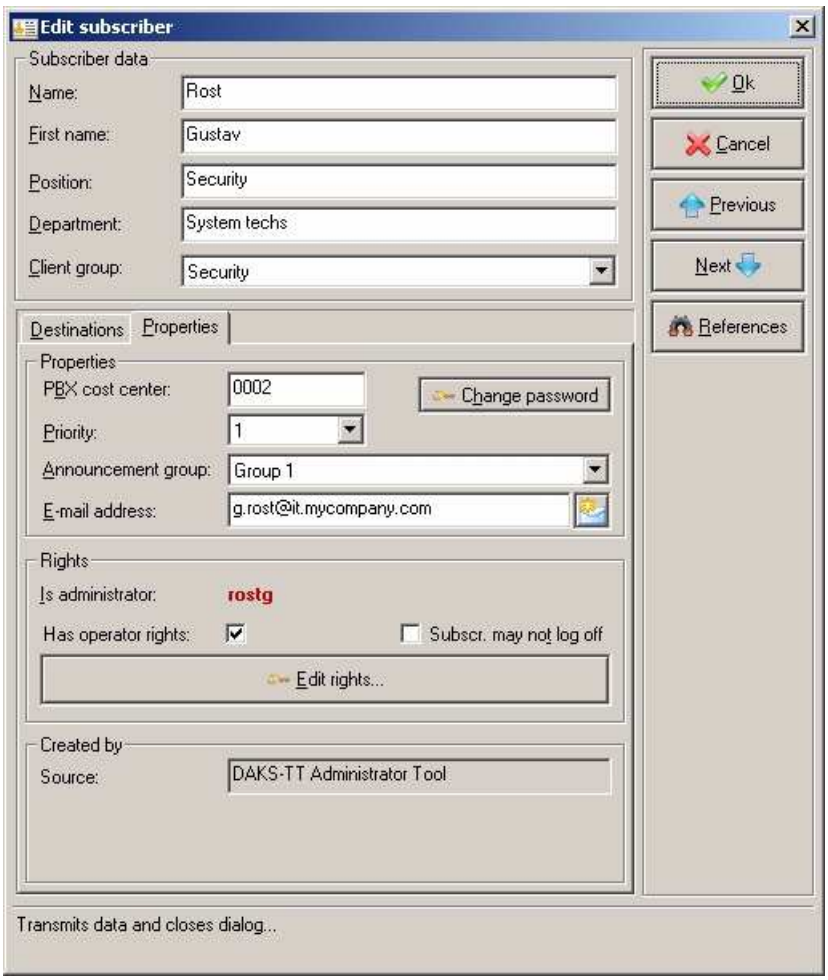
No.	Step
1.	Either select “Change password...“ in the menu “DAKS-Server“ resp. press Shift + Ctrl + F2 (continue with **6.**) or select "**Subscriber**" in the tree view (continue with **2.**).
2.	The subscriber list is opened.
3.	Select your own entry and click on . This will open the window "Edit subscriber".
4.	Select the "Properties" tab. 
5.	Click on **Change password.**

Table 7-13 Change own password

No.	Step
6.	This will open the dialog for changing the password:
7.	Enter the old password and the new password (twice). Click **OK**. The password is changed.

Table 7-13 Change own password

Depending on the settings in the basic parameters (Section 4.2, "Edit basic parameters") the following rules apply::

- Neither “Security password“ nor “High-security password“ selected:
  The password needs to have at least 4 characters with no further vaildation of the password.
- “Security password“ selected:
  The password needs to have at least 8 characters with no further vaildation of the password.
- “High-security password“ selected:
  The password needs to have at least 12 characters and consist of numbers, characters and symbols.

7.6 Add and collate subscribers from LDAP directories

The following functions makes it possible to import datasets from LDAP directories into the subscriber list, and to use them for the different application groups.

When importing a dataset, DAKS adds a new subscriber and gives him the data from the corresponding LDAP directory. In addition, DAKS retains a reference to that particular LDAP dataset and directory, and is thus able to properly collate the details at a later point in time.

To add new users from LDAP directories or to collate subscribers against LDAP directories, the user must have the matching administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to carry out these operations (Section 7.5.3, "Administrator rights").

Also, the LDAP directories must be made known to the system (see Section 4.13, "Create LDAP directories")

7.6.1 Add new subscribers from LDAP directory

Follow the instructions below to copy users from an LDAP directory:

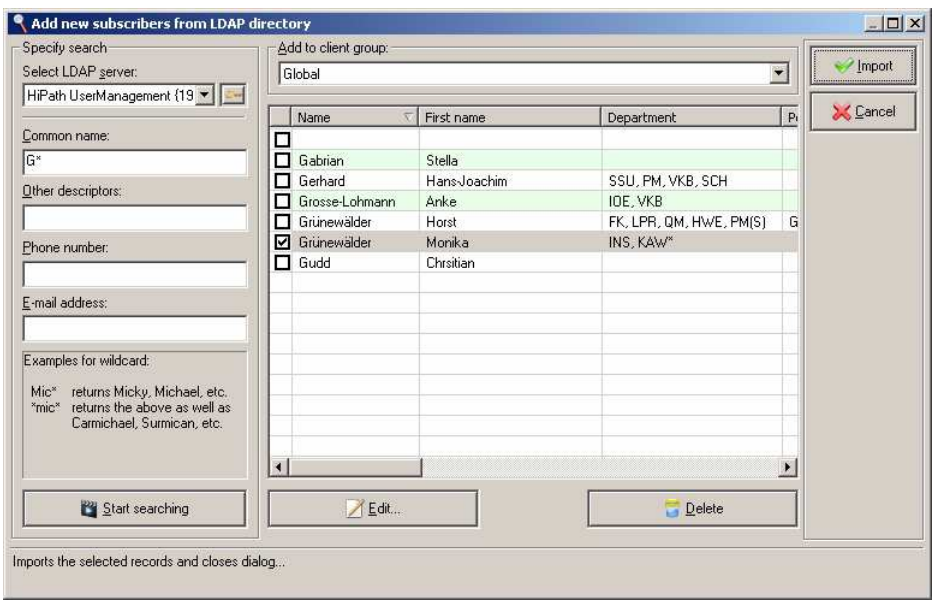
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Make a random right mouse click into the list field to open the context menu, and select the entry "Copy from LDAP directory...".
3.	This will open the window "Add new subscribers from LDAP directory". 

Table 7-14 Add new subscribers from LDAP directory

No.	Step
4.	Select the client group to which you want to add the user.
5.	Select the proper directory from the combo box "Select LDAP server".
6.	If the selected directory requires an individual authentication, click on the symbol and enter your logon data in the subsequent user window (see Section 7.6.3, "Logon data of LDAP directories").
7.	Use at least one of the fields below to enter a search key that meets the search criteria: • Seek for 'Common name' • Other descriptors • Phone number • E-mail address
8.	Click on **Start searching** to browse the LDAP directory for datasets. The table will ingest the datasets that are found. If the results are too unspecific, the system will prompt you to limit your search by entering four search terms, and to start again. Entries highlighted in gray indicate that there is no unequivocal identifier for these entries. In this case, please verify the entries made in the tab "Resource name" of the pertinent LDAP directory (Section 4.13.1, "Add and edit LDAP directories").
9.	To adjust a dataset, highlight its entry and click on . This will open the window "Customize LDAP entry" (see Section 7.6.4, "Customize LDAP entries").
10.	To delete obsolete datasets from the results list, highlight the proper datasets and click on the symbol .
11.	To add datasets, tick the symbol ☑ for the datasets you want to add, and confirm with **OK**.

Table 7-14 Add new subscribers from LDAP directory

7.6.2 Collate subscribers against LDAP directories

Follow the below instructions to check already copied users against LDAP directories

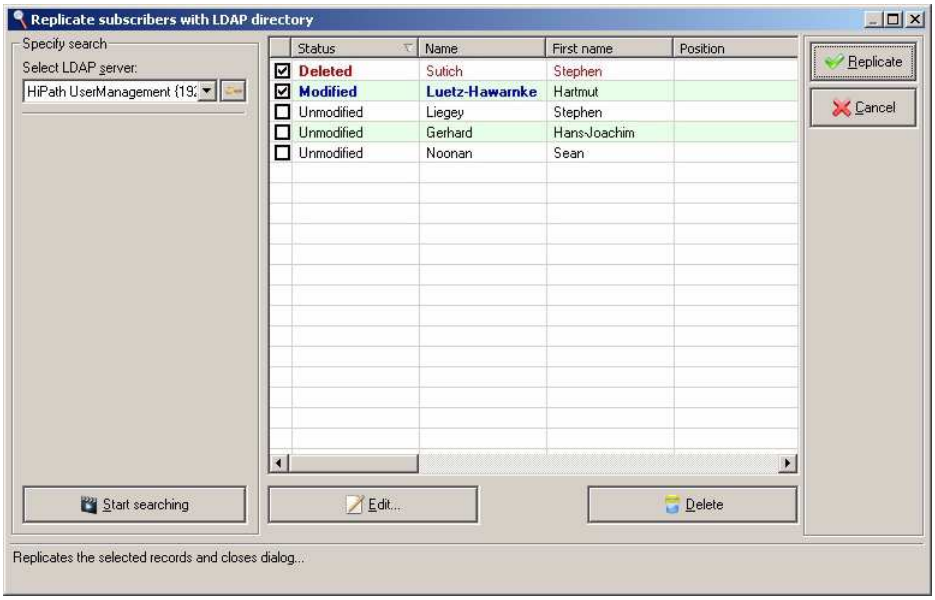
No.	Step
1.	Select "**Subscriber**" in the tree view. This will open the subscriber list.
2.	Use the right mouse key and click into the table to select the entry "Check against LDAP directory..." in the context menu.
3.	This will open the window "Collate subscribers against LDAP directory". 
4.	Select the proper directory from the combo box "Select LDAP server".
5.	If the selected directory requires an individual authentication, click on the symbol , and enter your logon data in the subsequent user window (see Section 7.6.3, "Logon data of LDAP directories").

Table 7-15 LDAP directory: Collate against LDAP

No.	Step
6.	Click on **Start searching** to search for the imported datasets in the LDAP directory. This will fill the table with the datasets that were originally copied from the selected directory. In this process, all user data is read against the correlating LDAP datasets. The entries that are retained in this course are marked as follows: • The status "Unchanged“ signifies that no changed were discovered. • The status "**Changed**“ signifies that at least one alteration was discovered. In this case the content of the column of the field that was discovered as changed is rendered in **bold** and highlighted in blue. • The status "**Deleted**“ signifies that the correlating dataset could not be found in the LDAP directory. In this event the line will be highlighted in red.
7.	Every entry can be customized to meet you individual needs and requirements. To do so, select the entry you want to customize and click on . This will open the window "Customize LDAP entry“ (see Section 7.6.4, "Customize LDAP entries"). Once you have customized an entry, it will be given the status "**Customized**“ and highlighted in magenta.
8.	To release references established between users and their LDAP datasets, select the users in question and click on the symbol .
9.	To add datasets that have been changed and or to delete datasets that no longer exist, simply set the symbol ☑ for the pertinent datasets and confirm with **OK**.

Table 7-15 LDAP directory: Collate against LDAP

For datasets tagged as "**Changed**", set the symbol ☑ and then click on **OK**. This will fill the datasets with the values of the source directory in keeping with the LDAP directory rules (Section 4.13.1, "Add and edit LDAP directories").

7.6.3 Logon data of LDAP directories

If a specification was made when defining the LDAP directory ruling stating that you must authenticate yourself when logging in (see Section 4.13, "Create LDAP directories"), you may be prompted to authenticate yourself when carrying out a search in an LDAP directory.

Description of the fields of the window "Authenticate“

Field	Description
Selected LDAP server	Name of the LDAP directory obliging you to authenticate yourself.
Window area "Authentication"	
User	User recorded with the LDAP directory server and entitled to query data.
Password	Password of the above-mentioned user.
Save for next log-on	If this field is marked, the Administrator-Tool will store the authentication in an encoded form in the Windows Registry for future searches and queries.

Table 7-16 Description of the fields of the window "Authenticate“

7.6.4 Customize LDAP entries

Use this window to customize the data copied from LDAP datasets.

The only difference to the regular "Edit subscriber" window is the tab "Properties" that is not longer available in this window and the data frames that now, in addition to the Edit fields, also include selection fields.

Description of the fields in the window "Customize LDAP entry"

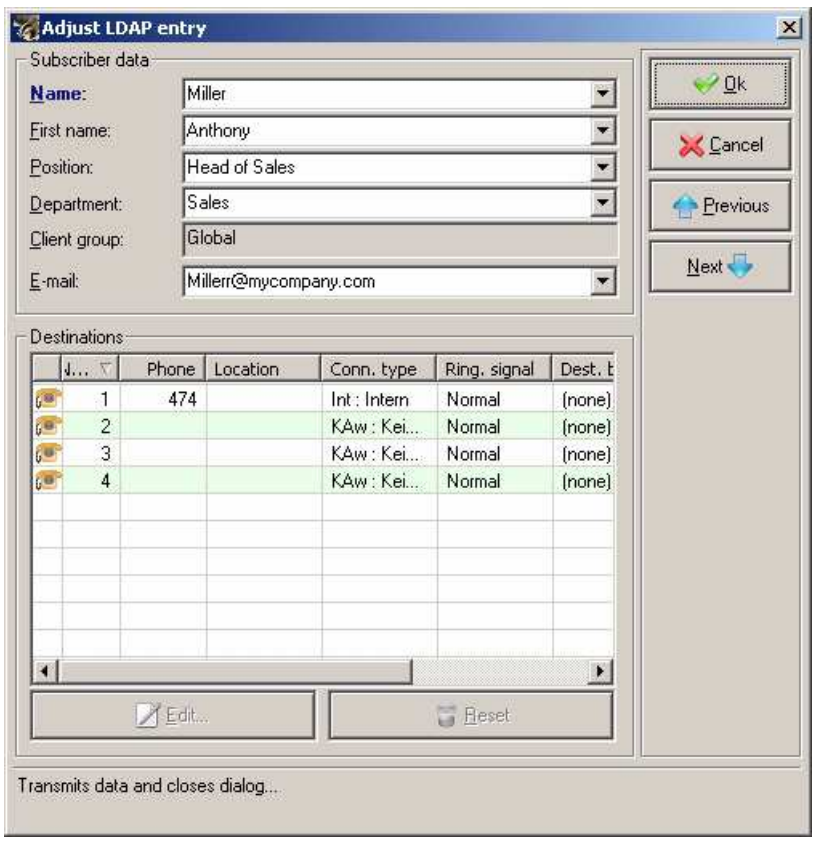
Field	Description

For a detailed description of all fields, please see Section 7.4.1, "Add new and edit existing subscribers".
When collating subscribers who have already been imported, the fields names (e.g. "Department") of every data frame in which a change was discovered will be marked in **bold** print and highlighted in blue.

Table 7-17 Description of the fields in the window "Customize LDAP entry"

8 Protocoling and Printouts

Overview

This chapter covers the different logging and protocoling options in DAKS. It shows you how protocol files are created and organized and how they can be printed or saved as a file. It also shows you how to print database overviews from the Administrator-Tool.

Contents

This chapter covers the following areas:

8.1 Overview of protocoling

8.2 Output database overviews via the Administrator-Tool

8.3 Output application-specific protocol files via the Operator-Tool

8.4 Output application-specific protocol files via the printer/debug interface

8.1 Overview of protocoling

DAKS provide a number of possibilities to document events. A more detailed description can be found in the sections that follow thereafter.

DAKS-TTDbServer protocoling

The DAKS-TTDbServer documents every event that is output directly on the DAKS-TTDbServer user interface, and saves it in a protocol file. For a detailed description of the files see DAKS-TT Installation Manual.

Protocoling via printer/debug interface

To have all events documented right on the DAKS server in a protocol file, simply connect a printer to the DAKS server using the serial printer/debug interface.

This function can also be applied from a terminal PC (to spool the output in a file), or from the tetronik print manager (to distribute the protocol files to various network printers, also on an application-specific basis).

Output database overviews via the Administrator-Tool

Database overviews can be output via the Administrator-Tool. They can be displayed in the browser and also printed out.

Application-specific protocol files via the Operator-Tool

Application-specific protocol files can be output via the Operator-Tool. Among other things, this enables you to verify the correct sequence of events that belong to a specific broadcast. The protocol files can be output in the browser and printed, or saved in a file.

Windows Events Viewer

You can call up the Window Event Viewer directly from the Administrator- or Operator-Tool. Here, the message that are generated by the DAKS-TT software are listed under "Application" together with the messages of other Windows applications. For a detailed description of the files see DAKS-TT Installation Manual.

SYSLOG connection

All messages written into the Windows Event Viewer by DAKS-TTDbServer, DAKS-TTProcessServer, and by the Administrator- or Operator-Tool can also be sent to a central SYSLOG server. You can define the SYSLOG server in the basic parameters of the Administrator-Tool (Section 4.2, "Edit basic parameters”).
DAKS can also send the protocol printouts to a SYSLOG server. The SYSLOG server must be configured at the DAKS server via the service interface (see Service Manual DAKS Release 7, HiPath DAKS V3 R1).

8.2 Output database overviews via the Administrator-Tool

In the Administrator-Tool a survey and a printout of the current database can be triggered through the standard browser. The output is based on HTML template files. After the installation a variety of template files are already available in the DAKS-TT program directory.
With the correct knowledge of HTML these templates can also be customized to meet the specific needs and requirements of your business.

Follow the below instructions step by step to output database overviews via the Administrator-Tool:

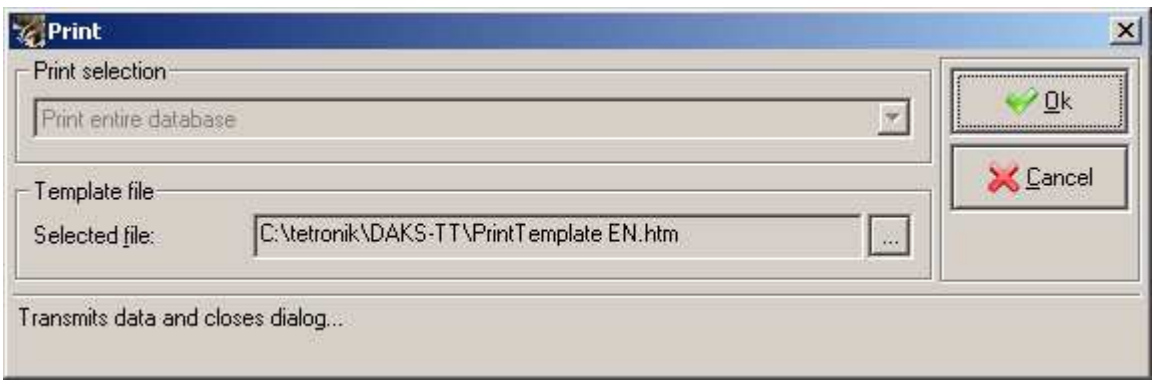
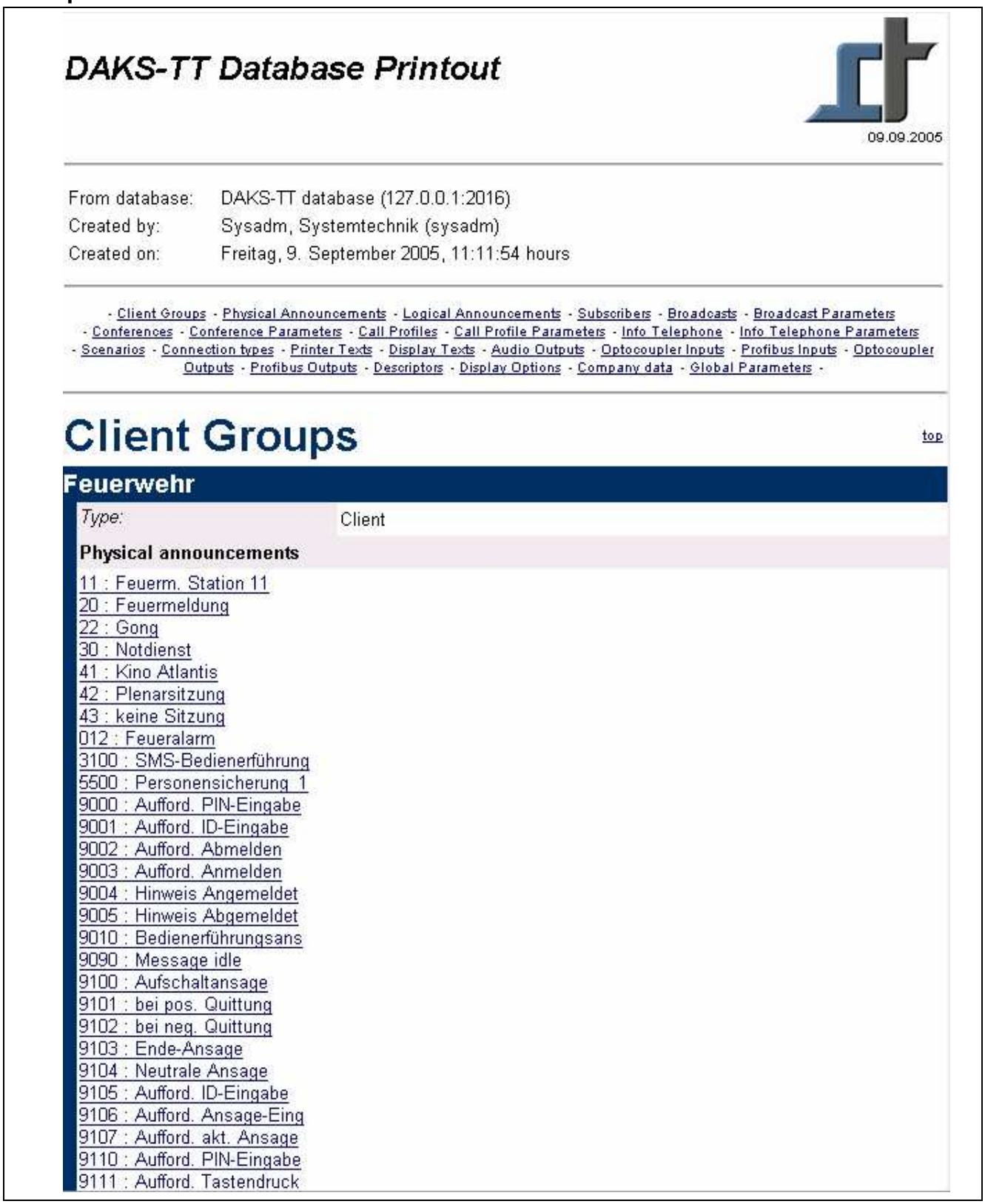
No.	Step
1.	Start the Administrator-Tool and log in.
2.	Select the "Print..." menu item in the "Application" menu. The "Print" window will open: 
3.	Select a template file in the "Selected file" field. The following templates are available for the Administrator-Tool: • "PrintTemplate.htm", in English or, provided the templates for German/English are installed, • "PrintTemplate DE.htm", in German • "PrintTemplate EN.htm", in English
4.	Click on **OK** to open the detailed database overview in the browser. Now you will be able to reach the different areas of the database overview directly via links, or print the entire database overview.

Table 8-1 Output database overviews via the Administrator-Tool

Example of a database overview in the browser



DAKS-TT Database Printout

09.09.2005

From database: DAKS-TT database (127.0.0.1:2016)
Created by: Sysadm, Systemtechnik (sysadm)
Created on: Freitag, 9. September 2005, 11:11:54 hours

- Client Groups - Physical Announcements - Logical Announcements - Subscribers - Broadcasts - Broadcast Parameters - Conferences - Conference Parameters - Call Profiles - Call Profile Parameters - Info Telephone - Info Telephone Parameters - Scenarios - Connection types - Printer Texts - Display Texts - Audio Outputs - Optocoupler Inputs - Profibus Inputs - Optocoupler Outputs - Profibus Outputs - Descriptors - Display Options - Company data - Global Parameters -

Client Groups

top

Feuerwehr

Type:	Client

Physical announcements

11 : Feuerm. Station 11
20 : Feuermeldung
22 : Gong
30 : Notdienst
41 : Kino Atlantis
42 : Plenarsitzung
43 : keine Sitzung
012 : Feueralarm
3100 : SMS-Bedienerführung
5500 : Personensicherung_1
9000 : Aufford. PIN-Eingabe
9001 : Aufford. ID-Eingabe
9002 : Aufford. Abmelden
9003 : Aufford. Anmelden
9004 : Hinweis Angemeldet
9005 : Hinweis Abgemeldet
9010 : Bedienerführungsans
9090 : Message idle
9100 : Aufschaltansage
9101 : bei pos. Quittung
9102 : bei neg. Quittung
9103 : Ende-Ansage
9104 : Neutrale Ansage
9105 : Aufford. ID-Eingabe
9106 : Aufford. Ansage-Eing
9107 : Aufford. akt. Ansage
9110 : Aufford. PIN-Eingabe
9111 : Aufford. Tastendruck

8.3 Output application-specific protocol files via the Operator-Tool

The Operator-Tool can be used to display application-specific protocol files in the standard browser, for example to verify the processes and workflows of a specific broadcast. The output of the protocol files is based on HTML template files. After the installation a variety of template files are already available in the DAKS-TT program directory.
With the correct knowledge of HTML, these templates can also be customized to meet individual needs and requirements.

Follow the below instructions to output protocol files via the Operator-Tool:

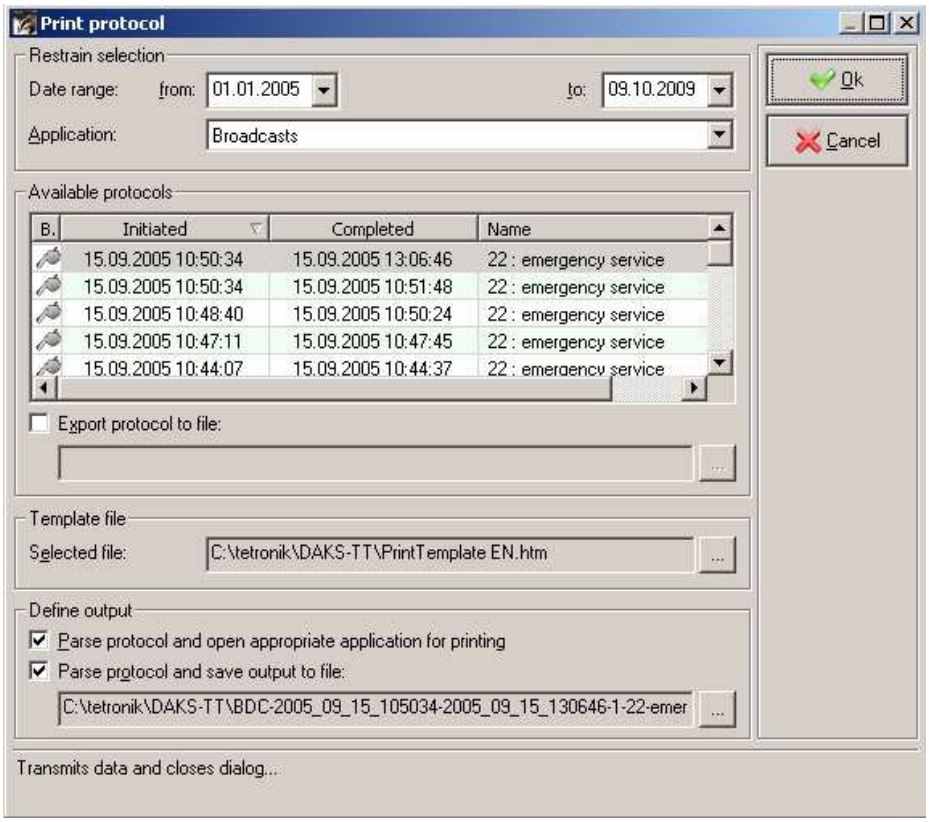
No.	Step
1.	Start the Operator-Tool and log in.
2.	Go to "Application" in the menu bar and select "Print protocols..." This will open the window "Print protocol: 
3.	Select the time period (from/to) and the application you want to use. All available protocol files will be displayed in the list window.
4.	In the list, select the protocol file that you want to output.

Table 8-2 Output protocol files via the Operator-Tool

No.	Step
5.	Select the template file you want to use in the field "Selected file". The following templates are available for the Operator-Tool: • "ProtTemplate Splitted DE.htm" in German, split layout • "ProtTemplate Splitted Compact DE.htm" in German, condensed split layout • "ProtTemplate Joint DE.htm" in German, regular layout • "ProtTemplate Joint Compact DE.htm" in German, condensed regular layout as well as • "ProtTemplate Splitted EN.htm" in English, split layout • "ProtTemplate Splitted Compact EN.htm" In English, condensed split layout • "ProtTemplate Joint EN.htm" in English, regular layout • "ProtTemplate Joint Compact EN.htm" in English, condensed regular layout
6.	Please note that there are several ways you can output protocol files that these approaches can be carried out in parallel. • Click "Export protocol to file" and select a data path. The protocol file is stored as XML file and/or • select "Parse protocol and open the corresponding application to print". The protocol file will be parsed in keeping with the template file, opened in the standard browser and ready to be printed from there, and/or • select "Parse protocol and save output in file" and select the file path you want to use. The protocol file will be saved as HTML file and can be opened later in the browser window and printed.
7.	Click **OK** to open the protocol file in the browser and/or save it as file(s).

Table 8-2 Output protocol files via the Operator-Tool

Example of a protocol file output in the browser

DAKS-TT Broadcast Protocol

C:\Develop\DAKSTT 6.11\Client Tool\ProtTemplate Splitted Compact EN.htm

My company
Incorporated
IT
13595 - Anytown, 08.12.2006
1234 Industrial boulevard
P.O.Box 5678
admin@my-company.com
Phone: 1-234-567-8900
Fax: 1-234-567-8901

Protocol file:	BDC-2006_11_02_133445-2006_11_02_133453-1-01-Fire alert.xml
From database:	Localhost (127.0.0.1:2000)
Printed by:	Clover, Hannah, assistant medicine (sysadm)
Printed at:	15:27:11

Broadcast:	**01 : Fire alert (HIGHPRIORITY)**
Initiated:	via Operator-Tool
Initiator:	Clover, Hannah, assistant medicine (sysadm)
Standard ann.:	22 : Gong
1. Group ann.:	9003 : Logon
2. Group ann.:	(none)
3. Group ann.:	(none)
4. Group ann.:	(none)
Dialing:	- First phone number - Second phone number - Third phone number - Fourth phone number
Cornet-N(Q) feat.:	- Special dialing options - Subscriber surveillance
Events:	2006/11/02 13:34:45 Started 2006/11/02 13:34:53 CANCELED by initiator

Reached subscribers: 0 of 9

Reached subscribers		
Date/Time	**Event**	**Code**

NOT reached subscribers		
Date/Time	**Event**	**Code**
2006/11/02 13:34:53	officer-in-charge (5476)	**0x0100** Negative results - Subs. was busy at least once
2006/11/02 13:34:53	Kennedy, Peter, doctor, Dept. 11 (6302, 476, 5476)	**0x0100** Negative results - Subs. was busy at least once
2006/11/02 13:34:53	Clover, Hannah, assistant medicine (5476)	**0x0100** Negative results - Subs. was busy at least once

8.4 Output application-specific protocol files via the printer/debug interface

The system printer that is serially connected to the printer/debug interface of the control computer board logs all messages of the DAKS server.

This function can also be used from a terminal PC (to spool the output in a file), or the tetronik Print Manager (to distribute protocol files to the individual printers in the network, also application-related).

This function enables you not only to trace alarms, conference processes, the dialing of personal or group calls etc., but also to document the status information of the DAKS server.

In the individual applications you can specify which events shall be documented in form of a protocol file. Here the system differentiates if DAKS-TTProcessServer is connected with the DAKS server or not (database online or offline).

The following settings can be made:

- Broadcasts:
  None, only start & end, with non-reached subs., with reached subs., all
- Conferences:
  None, only start & end, all
- Call profiles:
  None, only calls, only changes of Active No., all
- Info Telephone:
  None, only accesses, only switching of profile, all
- Basic parameters:
  Recording and playback of announcements
- Optocoupler and Profibus® inputs:
  Activation of outputs and inputs

Below you will find some examples of printer outputs with the matching explanatory details:

Documentation of the login/logoff of the DAKS-TTDbServer to/from the DAKS server, in a protocol file
`22.06.2003 14:29:55 SYS:PC-DAKS connected to 192.168.6.197`
`22.06.2003 15:20:58 SYS:PC-DAKS closed`

Documentation of the subscriber logon/logoff in a protocol file
`28.07.2003 08:59:33.1750 [0000010c]:SMS:Subscriber logoff Steffens, Dieter`
`28.07.2003 08:59:45.4954 [0000010c]:SMS:Subscriber logon Bauer, Karl`

Table 8-3 Examples of printer outputs

Documentation of a broadcast (started over the phone) in a protocol file

```
22.06.2003 14:35:48 ALS:(A) 1030: Service Team 1 broadcast started
initiated via telephone 6049, OPTI-49
- cost center 000000
22.06.2003 14:35:59 ALM:(A) 1020 neg. confirmed 4098 Huber, Edgar
22.06.2003 14:36:19 ALE:(A) 9800 pos. confirmed 6048 Meier, Peter
22.06.2003 14:36:19 ALE:(A) broadcast terminated
```

Documentation of a conference (started via PC) in a protocol file

```
22.06.2003 14:38:55 COS:(A) 4010: Marketing conference convened
                                  initiated via PC 6048, SysAdm,
                                  SysAdm - cost center 000000
                                  number of participants:  4
```

The switching of an info telephone profile, and the subsequent access to the info telephone from outside and over the phone, is documented in a protocol file.

```
22.06.2003 14:40:30 INS:(1) Info tel. switched  to profile 1
22.06.2003 14:42:58 INA:(1) Info Telephone access    0987654321098
```

Every change of a call profile's active number, and of the activation of a call profile over the phone, is documented in a protocol file.

```
22.06.2003 14:41:35 PCN:  711: Service technician    1  6048
                               Active number changed  712

22.06.2003 14:43:00 PCA: 712: Service technician    _1P 1049    6048
                                                     20 s   52 s
```

The recording of an announcement over the phone is documented in a protocol file

```
22.06.2003 14:50:12 REC:Announcement deleted          -  063 Alarm announcement
                                                   6048           0 sec

22.06.2003 14:50:17 REC:Announcement recorded - 063 Alarm announcement
                                                   6048    3 sec
```

Table 8-3 Examples of printer outputs

The personal security measure is documented in a protocol file, incl. the recording of the monitoring announcement and the activation of the ensuing alarm (broadcast start); also documented in a protocol file is the activation of a personal security measure, with successful response of the monitored person and the following alarm deactivation

```
22.06.2003 14:59:40 PSC:1 Personal protection activated
                          Müller, Service 6048
22.06.2003 15:01:28 PSC:1 Personal protection alarm
                          Müller, Service 6048
22.06.2003 15:01:29 ALS:(A) 1001: Doctor call started
                                  initiated via telephone 6048, SysAdm,
                                  SysAdm - cost center 000000
22.06.2003 15:01:45 ALM:(A) 9800 confirmed pos.  6049
                                  Spock, Carl W., Dr.
22.06.2003 15:01:45 ALE:(A) broadcast ended
22.06.2003 15:13:07 PSC:1 Personal protection activated    Kummer, Rolf 7660
22.06.2003 15:15:12 PSC:1 Protection call successful   Kummer, Rolf 7660
22.06.2003 15:16:43 PSC:1 Personal protection deactivated Kummer, Rolf 7660
```

Table 8-3 Examples of printer outputs

9 Set up, Administrate, Start and Monitor Broadcasts

Overview

This chapter shows you how to set up, administrate, launch, and monitor broadcasts. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.

Contents

This chapter covers the following areas:

9.1 Overview of broadcasts

9.2 Dependence of broadcast settings on other settings

9.3 General aspects of subscriber alerting

- 9.3.1 Routine behavior
- 9.3.2 Results of dial attempts
- 9.3.3 The subscriber status "Undetermined"
- 9.3.4 The subscriber status "Reached"
- 9.3.5 The subscriber status "Not reached" or"Wrong person"
- 9.3.6 The subscriber status "Waiting for callback"
- 9.3.7 Special behavior for "Interpret ringing as being reached"
- 9.3.8 Special behavior for the "Completed Message"

9.4 Examples of broadcasts

- 9.4.1 Parallel broadcast, e.g. for fire alarms
- 9.4.2 Sequential broadcast

9.5 Quick overview to set up and start a broadcast

9.6 Define broadcast parameters

9.7 Administrate broadcast groups

- 9.7.1 Add new and edit existing broadcast groups
- 9.7.2 Delete broadcast groups
- 9.7.3 Edit and delete broadcast references

9.8 Edit broadcast members

- 9.8.1 Add new broadcast members
- 9.8.2 Edit broadcast members
- 9.8.3 Delete broadcast members

9.9 Operate broadcasts with the Operator-Tool

- 9.9.1 Start a single broadcast
- 9.9.2 Start a hunt group
- 9.9.3 Start a broadcast with an announcement composed ad hoc
- 9.9.4 Start a broadcast with an ad hoc announcement generated from a text
- 9.9.5 Monitor broadcasts
- 9.9.6 Cancel a broadcast

9.10 Behavior of the DAKS server during broadcasts

- 9.10.1 Routine DAKS behavior
- 9.10.2 Default subscriber alerting without PIN confirmation
- 9.10.3 Subscriber alarming without PIN confirmation with callback call
- 9.10.4 Special features of telephone alarming with PIN confirmation
- 9.10.5 Special behavior for broadcasts with positioning requests

9.11 Operate broadcasts over the phone

- 9.11.1 Start broadcasts from a system telephone, extended dialog
- 9.11.2 Start broadcasts from a system telephone, short dialog
- 9.11.3 Start broadcasts over the phone, in a dialog with PIN entry at the end
- 9.11.4 Start broadcasts from any telephone
- 9.11.5 Start broadcasts in a dialog (PIN, ID and announcement)
- 9.11.6 Start broadcasts in a dialog (ID, announcement and PIN)
- 9.11.7 Start broadcasts with ad hoc announcement
- 9.11.8 Confirm broadcasts positive or negative by callback with PIN
- 9.11.9 Confirm broadcasts by callback with PIN in a dialog
- 9.11.10 Broadcasts with Completed Message
- 9.11.11 Continue cyclical positioning for broadcasts
- 9.11.12 Trigger broadcasts from M2 plus

9.12 Start broadcasts via hardware inputs

9.13 Start broadcasts via data interface

9.14 Result codes in the protocol file

9.1 Overview of broadcasts

The DAKS server alarms and notifies entire groups or individual persons (subscribers) to emergency situations by dialing them automatically and playing prepared or newly recorded announcements, and/or sending alphanumeric display messages (direct or as SMS).

Define broadcasts

To tweak DAKS to your individual needs and requirements, the system manages a variety of system-wide broadcast parameters such as times, announcements for user-guidance etc.

In addition, you can also specify up to 1000 definable broadcast groups individually:

- with up to 30,000 subscribers, all with different reached criteria, priorities and specified announcements, and
- with up to 5 different announcement groups, e.g. in subscriber-specific languages
- with subscriber-individual announcements
- With triggering of alarm functions, e. g. emergency call, call override, etc.
- with parallel or sequential dialing
- with dialing according to priority or ASAP
- with specified and fixed number of subscribers to be reached
- with high and low priority broadcasts
- with negative confirmation ("Not coming") enabled or disabled
- if necessary with follow-up broadcast indicating positive or negative broadcast results
- with activatable contact outputs, including activation period
- with or without monitoring or protocoling and logging via PC

Launch broadcasts

Broadcasts can be launched:

- via the Operator-Tool
- via hardware (contact) inputs
- from any in-house or external telephone with interactive user-prompting and guidance through announcements and display texts, or via direct dialing, e.g. for automatic or one-touch dialing
- via host systems, e.g. emergency response host computers, (nurse) call systems, or Funk-ServerPro

Up to 20 broadcasts can be active at the same time. You can also link up to 10 individual broadcast groups to form a so-called hunt group.

Timing of broadcasts

DAKS will always process broadcast lists until the required number of subscribers is reached or the broadcast is ended.

If a subscriber is busy or not answering, DAKS will redial him automatically.

If after redialing this subscriber DAKS is still unable to contact this person, it will automatically dial up to 3 different substitute phone numbers, the maximum call period, minimum wait times and maximum dial attempts of which can be configured.

In the HiPath network, DAKS uses CorNet-specific features such as emergency call signaling, call override and forced release, ignore call forwarding, etc. to reach subscribers faster.

Subscribers sharing the same priority level are called by DAKS in random order.

For subscribers with different priorities you can specify if DAKS shall strictly keep to the priority order or if it may also insert members of a lower priority in the dial pauses.

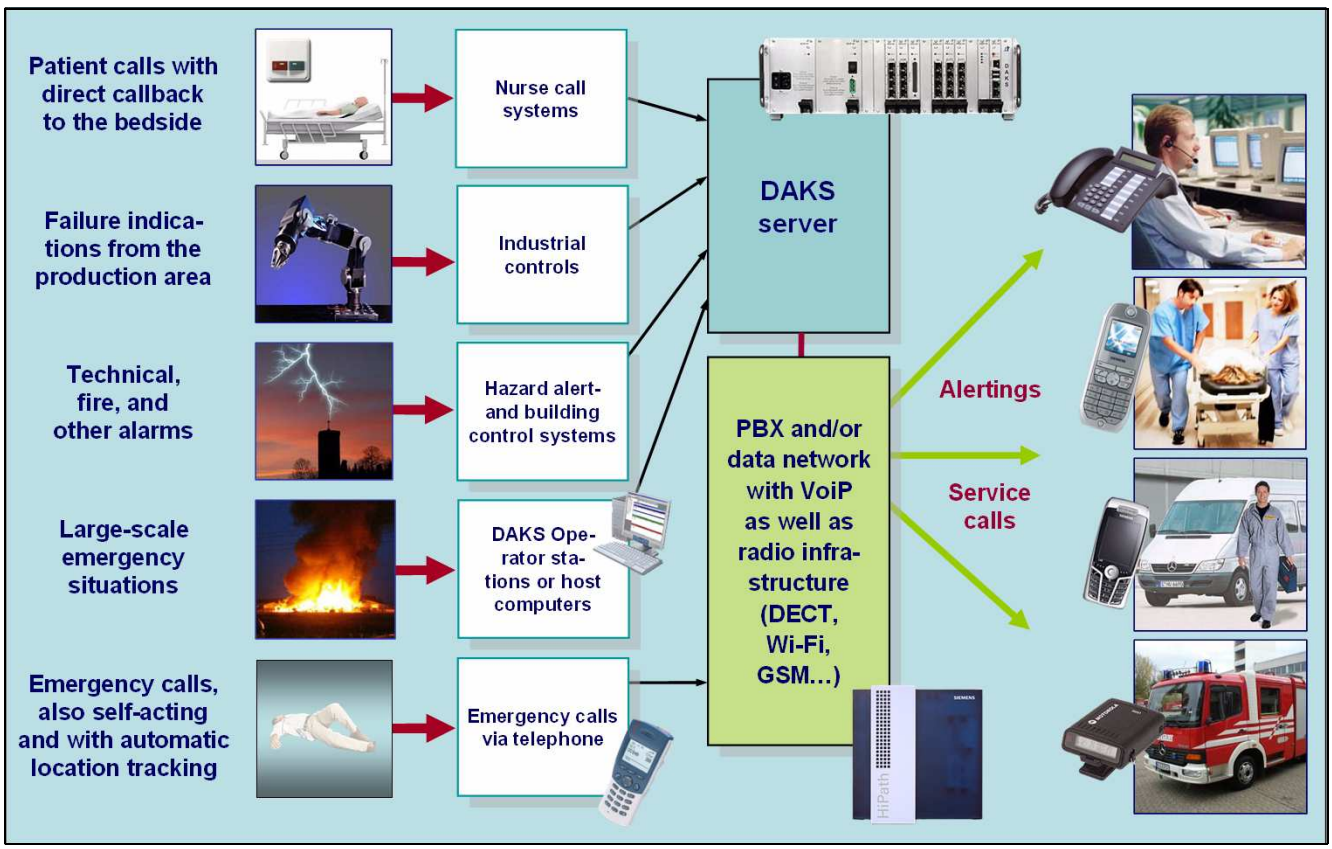


Image 9-1 Diagram of the timing of broadcasts

Sequential dialing

If the dialing is sequential, the paramount priority of the specific notification of the subscriber(s), that is to say DAKS will dial as many subscribers in parallel as are needed to successfully conclude the broadcast.

If e.g. only one service technician needs to be reached to respond to a technical malfunction, the DAKS server will call all members of the corresponding service group one after the other, or in sequence, and immediately end the broadcast as soon as first technician picks up the phone.

Parallel dialing

In parallel dialing, by contrast, the main priority is instantaneous alerting. Therefore, the above-mentioned limitations do not apply here. In parallel dialing, DAKS calls as many subscribers as possible and allowed at the same time. If the broadcast ends early all subscribers that are no longer needed will be notified with a corresponding cancellation announcement.

Contact-controlled broadcasts

Broadcasts can be controlled in 3 different ways via normally-closed and normally-open contacts:

- The active edge starts the broadcast.
- The active edge starts the broadcast and the inactive edge stops it (automatic stop as soon as the problem is solved).
- If a broadcast is inactive, the active edge will start the broadcast; if a broadcast is already started, the same edge will end it (usually: console start/end button).

For broadcasts that are activated via contact, you can have the information assigned to the contact output to you. If it is always the same subscribers, e.g. service technicians, that need to be alerted to an emergency such as a technical malfunction reported via contact, you need only create one broadcast group.

Playback of announcements and reach criteria

DAKS supports a variety of information transmission and many different reached criteria to optimally accommodate to the individual purposes of a broadcast, but also to the level of confidentiality required and the types of cordless handsets that are used.

Normally, subscribers will hear their announcement(s) immediately as soon as they pick up the handset. They may however, also be requested to authenticate themselves with a PIN beforehand.

Both the ringing of the telephone and the picking up the handset may suffice as confirmation of receipt of the call. However, DAKS can also be configured to verify if the subscriber went back on hook, or to request him to press a key or callback to confirm receipt of the call.

Data interfaces

The DAKS server supports up to 8 serial point-to-point protocol interfaces for logging (RS232/ RS422) with a number of different protocols, for example

- ESPA 4.4.4
- DUST 3964R
- simple protocol for connection to already existing printer interfaces.

In addition, the DAKS-Server supports 2 LAN-based interfaces:

- a UDP-based LAN interface to connect any number of external host computers: "TR500", and
- a TCP-based LAN interface with XML protocol: "xLink -100".
- a TCP-based LAN interface with XML protocol: "ESPA-X".

DAKS can be activated or controlled from other computers via these interfaces and, as a result, serve as a link between host systems and your PBX network.

Here are some examples:

- A security and alarm system (e.g. SigmaSys®), or a PLC (e.g. SIMATIC) alerts mobile service technicians to technical malfunctions.
- An emergency response host computer alerts first responders to an alarm and provides them with the most up to date and vital details, e.g. the vehicles currently available in the vehicle fleet, the present direction of the wind, etc.
- The alarm group to respond to the emergency is then put together intuitively via touch screen with using an underlying factory layout plan.
- FunkServerPro assesses fault messages received from malfunctioning industrial processes, assesses them and alerts all required responders to the emergency via DAKS.
- Call or nurse call systems notifying nursing staff with DECT cordless phones via DAKS, also with automatic callback to the alerting patients.
  More details and special features for the link-up of call systems that are certified for DAKS, such as Ackermann "clinocom 21", TotalWalther "medicall 800", or the Tunstall "NewLine C201" nurse call system, can be found in Chapter 16, "DAKS in Combination with Nurse Call Systems".

9.2 Dependence of broadcast settings on other settings

Apart from the fields of the windows that are used to administrate broadcasts there are also fields in other windows that have an immediate effect on your broadcasts.

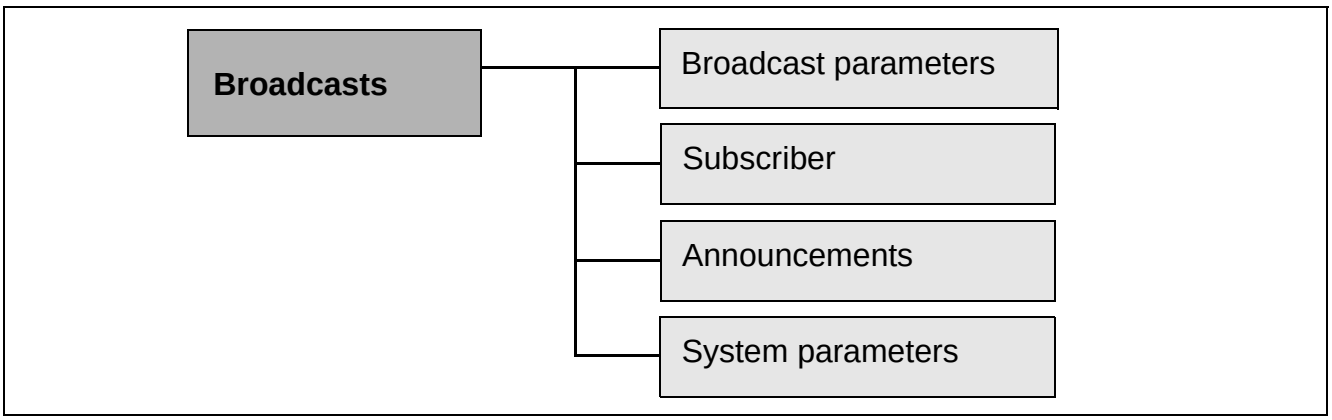


Image 9-2 Dependence of broadcast settings on other settings

Broadcast parameters:
The broadcast parameter will determine the fundamental settings for all broadcasts (Section 9.6, "Define broadcast parameters").

Subscribers:
Every broadcast has assigned subscribers who shall be notified in the event of an emergency situation(Chapter 7, "Create and Administrate Subscribers").

Announcements:
To start a broadcast you must first assign valid announcements, i.e. announcements that are already created and recorded (Chapter 6, "Create and Administrate Announcements"). This assignment can be done in advance (predefined), or spontaneously at the start of the broadcast.

System parameters:

- **Time zones**
  When a broadcast is started, all of its assigned subscribers (or: destinations) are called according to their defined time zone(s) (Section 4.4, "Define time segments").
- **Clients**
  Broadcasts can be assigned to specific client groups. In this case the broadcasts can only be started and administrated by the members of the client group to which they are assigned(Section 4.7, "Set up clients").
- **Dialthru codes**
  Dialthru codes define the combination of numbers or code that need to be used to start a broadcast (Section 4.5, "Define the Dialthru codes").

- **Connection types**
  The connection types determine the routes that may be used, e. g. for in-house or internal calls, external calls or pager calls (Section 4.3, "Set up connection types").
- **Basic parameters**
  The basic parameters is where the tie trunk code of the DAKS server and the total number of available internal and external channels are stored (Section 4.2, "Edit basic parameters").
- **Output texts**
  Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling (Section 4.12, "Specify output captions").
- **Digital I/O**
  Broadcasts can be started via digital inputs. Simultaneously, optocoupler outputs can also be activated for broadcasts (e.g. display signal lamps or sirens, Section 4.10, "Administrate inputs and outputs").

9.3 General aspects of subscriber alerting

9.3.1 Routine behavior

For all announcements that are included in the broadcast parameters but not yet assigned or recorded, DAKS will play one long tone or a 3-tone melody sequence, instead.

In all types of subscriber alarming, DAKS will immediately trigger a one-line numeric and alphanumeric display output in keeping with the pertinent definitions of the broadcast (Calling Number + Calling Name).

If, for example, it was specified that a neutral announcement be played to a specific subscriber at first but the announcement was not assigned or recorded, DAKS will playback the standard announcement of this broadcast, instead.

The broadcast parameters enable you to select individually for all sequential and parallel broadcasts the dial attempts you want DAKS to make for each subscriber, i.e. for destination or each call number, but also how long you want DAKS to wait between the individual dial attempts if a line is busy or nobody answers (handset not picked up), plus, if needed, how long the application shall wait for the person to call back.

In addition, you can define a minimum listening prerequisite in the broadcast parameters that must be met by the subscriber to accept the call.

If this minimum listening prerequisite is not met, DAKS will not yet be able to obtain any results and the call will be repeated immediately.

If the minimum listening prerequisite is still not met after the repeat call, DAKS will discontinue the call repeat and classify the subscriber as "not reached" (see below).

DAKS triggers a forward connection:

- after expiry of the specified time and/or number of playback cycles as defined in the broadcast parameters:
  - if needed, after a delay of 8 sec. if still waiting for input
  - for multiline display messages at the earliest after 30 sec.
- at the earliest after 30 sec. for multiline display messages after playback of the "confirmed positive" or "confirmed negative" announcement.
- and whenever the 8 sec. interdigit time is exceeded during the PIN entry.

For multiline outputs:

- you can scroll by pressing a the star "*****" or hash "#" key:
  - if PIN entry is requested, only after entry of the PIN,
  - in all other cases during the entire busying period,
- The pressing of the star "*" or hash "#" key (i.e. scrolling) will entail that the maximum time until forward triggering:
  - is set to 30 sec., provided it was less than 30 sec.,
  - remains unchanged, provided is was greater than or equal to 30 sec.

For PIN entries:

- You can delete incorrect entries with the star "*****" key that will delete the entire entry your have made so far.
- Ends the corresponding playback with the first entry.
- If the PIN entry is incorrect or the timeout for the entry is reached, a five-fold error tone will resound and DAKS will jump right back to the initial input request, that is to say you will again hear the announcement and see the display message requesting entry of the PIN, or "PIN?"
- After the third incorrect PIN entry, the connection will be cut by DAKS.

Calling a member from within several broadcasts that are simultaneously active

Whenever a subscriber is needed in several broadcasts that are all active simultaneously, DAKS will always call him/her no more than once at a point in time. Among other things, this feature ensures that a call, for example a call from broadcast "A", is not inadvertently disconnected by DAKS because of a second call, for example a call from broadcast "B" that has the feature forced release.

9.3.2 Results of dial attempts

DAKS rates the states of an individual broadcast subscriber who is currently participating in an active broadcast process in the following way:

- Undetermined::
  The subscriber is still being processed in the active broadcast process.
- Reached:
  A positive final result has already been received for this subscriber.
- Not reached:
  A negative final result has already been received for this subscriber.
- Waiting for callback:
  The subscriber has accepted a call, but DAKS is still waiting for a final result.

9.3.3 The subscriber status "Undetermined"

The following conditions must be met for a subscriber to have this status:

- At least one destination or call number of this subscriber has not yet been dialed.
- There are still call attempts outstanding for at least one of the destinations assigned to this subscriber.

9.3.4 The subscriber status "Reached"

Depending on different settings of the broadcast itself (Section 9.7, "Administrate broadcast groups") or the respective broadcast subscriber (Section 9.8, "Edit broadcast members"), the subscriber shall not count as successfully reached unless:

- DAKS detects a free signal (idle tone) for this subscriber destination (Section 9.3.7, "Special behavior for "Interpret ringing as being reached""), or
- the subscriber accepted the call and broke the connection at his end, or
- the subscriber accepted the call and confirmed positive because so prompted by pressing a key, or
- the subscriber accepted the call, identified himself with his PIN and confirmed positive because so prompted by pressing a key, or
- the subscriber accepted the call, identified himself by callback and PIN-entry, and confirmed positive because so obliged by pressing a key.

9.3.5 The subscriber status "Not reached" or"Wrong person"

Depending on various configurations made in the broadcast (Section 9.7, "Administrate broadcast groups") or for the respective broadcast subscriber (Section 9.8, "Edit broadcast members"), a subscriber shall be counted as not reached if the following conditions are met:

- the subscriber accepted the call and DAKS broke the connection because of the maximum listening prerequisit, or
- the subscriber accepted the call and did NOT press a key to confirm and did not confirm negative, e.g. because an automatic answering machine took the call, or
- the subscriber accepted the call, but did NOT identify himself, confirmed negative, reported back "Wrong person", or
- the subscriber accepted the call but did NOT identify himself with a callback or confirmed negative.

9.3.6 The subscriber status "Waiting for callback"

For a subscriber to have this status you must specify that he must identify himself with PIN-entry before he can actually accept the call. Whenever a subscriber is given this status, he has already accepted the call at one of his destinations but broke the connection at his side (i.e. hung up).

DAKS responds to this situation as follows:

- The destination that took the call was accepted is no longer called by DAKS in this cycle.
- DAKS waits for a callback from the subscriber.
- If the subscriber calls back he must identify himself with his PIN and, if necessary, confirm positive, confirm negative, or report back "Wrong person". After that DAKS will count him "reached" or "not reached".
- If the subscriber fails to call back before expiry of the maximum wait time and if there are no more destinations to call for this subscriber, DAKS will define this subscriber as "not reached".
- If the subscriber fails to call back before expiry of the maximum wait time and if there are still destinations left to call for this subscriber, DAKS will redefine this subscriber as "undefined".

9.3.7 Special behavior for "Interpret ringing as being reached"

If DAKS, when calling a broadcast member with "Interpret ringing as being reached" (Section 9.8, "Edit broadcast members"), reaches an idle tone (Callstate 4, Alerting) and initiates a forward triggering after expiry of the maximum ring time, the system will:

- set the state "Wait for callback" on condition that "Also negative confirmation possible" was configured for this broadcast (Section 9.7, "Administrate broadcast groups"),
- set the state "Reached" on condition that "Also negative confirmation possible" was **not** configured for this broadcast.

9.3.8 Special behavior for the "Completed Message"

The "Completed message" makes it possible to confirm a broadcast in a two-step procedure. After a member of a broadcasts of this kind has been reached, he will not only have to confirm receipt of the broadcast message alerting him, for example, to a malfunction or emergency, but also confirm that he will tend to the situation. After the malfunction has been cured, the subscriber will then have to call DAKS again and explicitly confirm with the so- called "Completed message" that the problem has been successfully resolved and eliminated.

The steps during this procedure are:

- After a member of the broadcast has received the alarm call, DAKS will consider him as reached (9.3.4 The subscriber status "Reached") and transmit another announcement prompting him to send a "Completed message" (Section 9.6, "Define broadcast parameters") in a call to DAKS.
- The maximum length of time during which a "Completed message" can be sent can be laid down in the broadcast group. If no such message is received during this time, the system will continue with the procedure by following the defined broadcast logics and, for example, activate a follow-up broadcast where needed.
- For each broadcast group you can also specify if the reached member may send the "Completed message" from any telephone or only from the telephone of the initiator or the telephone whose number is listed as cost center at the activating input contact, respectively.
- A subscriber who is listed as a member in several broadcasts that are momentarily ongoing and who is currently expected to set off a "Completed message" will not be called in other broadcasts unless DAKS can positively allocate his received "Completed message" to one of these ongoing broadcasts.
- The call connection between the initiator and a reached member remain untouched beyond a possible broadcast end.

9.4 Examples of broadcasts

Broadcasts enable you to realize a variety of complex call scenarios. Please find below a few examples to exemplify the many ways in which the application can be put to the best possible practice to meet specific requirements:

- Parallel broadcast
- Sequential broadcast

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

9.4.1 Parallel broadcast, e.g. for fire alarms

Requirements:
All broadcast subscribers in a certain building shall receive an alarm call if a fire breaks out, and also be instructed to clear the building immediately. DAKS shall call all non-reached subscribers repeatedly. DAKS shall not considered any call as confirmed unless accepted by the subscriber.

Solution:
Carry out the following steps to set up a parallel broadcast and and have the pertinent subscribers alerted ASAP:

No.	Step	Section
1.	Enter the subscribers who shall be reached in the broadcast.	Section 7.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements for broadcasts are assigned properly.	Section 9.6, "Define broadcast parameters"
3.	Create a new broadcast group.	Section 9.7.1, "Add new and edit existing broadcast groups"
4.	Assign all subscribers who are in the building and who you want to evacuate to this broadcast group.	Section 9.8.1, "Add new broadcast members"
5.	Create an announcement that will alert the subscribers to the situation and instruct them to clear the building immediately.	Section 6.3.1, "Add announcements"
6.	Select this announcement in the "Announcements" tab of the "Edit broadcast group" window.	Section 9.7.1, "Add new and edit existing broadcast groups"
7.	Start the Operator-Tool and test your broadcast.	Section 9.9.1, "Start a single broadcast"

Table 9-1 Parallel broadcast, e.g. fire alarm

9.4.2 Sequential broadcast

Requirements:
To be able to respond to a malfunction of a vital air conditioning system as quickly as possible, a minimum of two service technicians from a larger team need to be reached and alerted to the situation. DAKS shall contact the responders as quickly as possible. Here, the application tries to contact the technicians at all assigned destinations (fixed network, GSM, DECT). The reached technician(s) send a positive confirmation of this call by pressing a key. If both technicians confirm positive, the broadcast shall end early. Alarm calls of this kind are frequently triggered by sensors (Section 4.10, "Administrate inputs and outputs").

Solution:
Carry out the following steps to set up a sequential broadcast:

No.	Step	Section
1.	Create a subscriber for every technician in the team.	Section 7.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements for broadcasts are assigned properly.	Section 9.6, "Define broadcast parameters"
3.	Create a new broadcast group.	Section 9.7.1, "Add new and edit existing broadcast groups"
4.	Assign all technicians of the team to the broadcast group. To do this, mark the "Confirmation by keystroke within connection" in the "Edit broadcast member" window.	Section 9.8.1, "Add new broadcast members"
5.	Create an announcement that will alert the subscribers of this broadcast to the emergency and ask them if they will respond.	Section 6.3.1, "Add announcements"
6.	Open the "Edit broadcast group" window.	Section 9.7.1, "Add new and edit existing broadcast groups"
7.	Select the corresponding announcement in the "Announcements" tab.	Section 9.7.1, "Add new and edit existing broadcast groups"
8.	Select the number "**2**" in the "Number of subscribers to reach" field of the "Process" tab	Section 9.7.1, "Add new and edit existing broadcast groups"
9.	Also mark the "Process calls priority level by priority level" and "Call members sequentially" checkboxes there.	Section 9.7.1, "Add new and edit existing broadcast groups"
10.	Verify that none of the checkboxes in the "Properties" tab are marked.	Section 9.7.1, "Add new and edit existing broadcast groups"

Table 9-2 Sequential broadcast

No.	Step	Section
11.	Start the Operator-Tool and test your broadcast. The subscribers are dialed one by one in keeping with their priority. If **2** subscribers confirm by pressing a key, the broadcast will end early.	Section 9.9.1, "Start a single broadcast"

Table 9-2 Sequential broadcast

9.5 Quick overview to set up and start a broadcast

Quick start

The following section gives you with a quick overview of the most important steps you need to make in order to set up and start broadcasts. The different steps are treated in greater detail in the later sections.

Please bear in mind that you must have the proper administrative rights to create and edit broadcasts. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 7.5.3, "Administrator rights").

No.	Step	Section
1.	Start the DAKS-TT Administrator-Tool and log on.	
2.	If necessary, adjust the broadcast parameters.	Section 9.6, "Define broadcast parameters"
3.	Enter the subscribers who shall be reached in the broadcast.	Section 7.4.1, "Add new and edit existing subscribers"
4.	Add a new broadcast group.	Section 9.7.1, "Add new and edit existing broadcast groups"
5.	Assign an announcement to the new broadcast group.	Section 9.7.1, "Add new and edit existing broadcast groups"
6.	Add broadcast subscribers.	Section 9.8.1, "Add new broadcast members"
7.	Trigger a broadcast via the Operator-Tool, either from a telephone, via a hardware input, or through a data interface.	Section 9.9.1, "Start a single broadcast", Section 9.11.5, "Start broadcasts in a dialog (PIN, ID and announcement)", Section 9.12, "Start broadcasts via hardware inputs", Section 9.13, "Start broadcasts via data interface"

Table 9-3 Setting up and starting broadcasts

9.6 Define broadcast parameters

Follow the below instructions to edit the basic parameters of the broadcasts:

No.	Step
1.	Start the DAKS-TT Administrator-Tool and log on.
2.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
3.	In the list window, select the entry "<Parameters>" and click on . This will open the window "Edit broadcast parameters".
4.	Now enter the settings in keeping with the field descriptions.
5.	Use the "Announcements" tab to assign all standard announcements in one step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
6.	Click **Ok** to save your changes.

Table 9-4 Define broadcast parameters

All required announcements must be recorded and assigned so that called subscribers can receive and respond to the respective instructions.
If announcements are not assigned or recorded, DAKS plays a long tone instead.

Description of the fields in the window "Edit broadcast parameters"

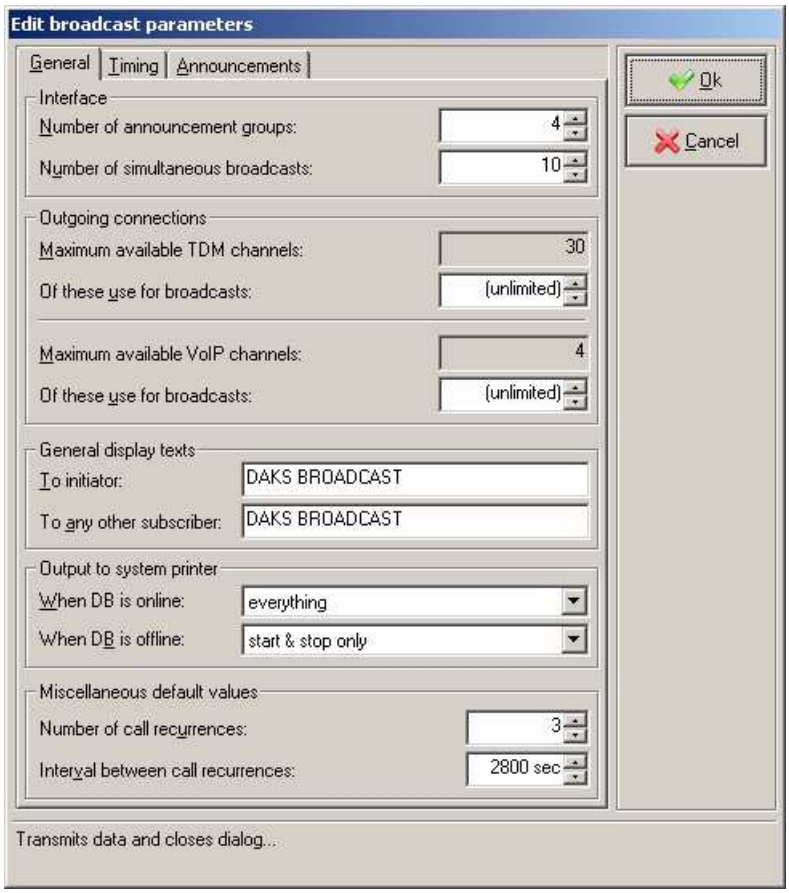
Field	Description
The tab "General"	
	
"Interface" window area	
Total number of group-specific announcements	Selection field to define the number of group-specific announcements (Section 7.4.1, "Add new and edit existing subscribers", see selection field "Announcement group" and Section 9.7.1, "Add new and edit existing broadcast groups", tab "Announcement"). The names of the announcement groups are specified in the basic parameters under "Descriptors" (Section 4.15, "Edit descriptors").
Number of simultaneous broadcasts	Selection field to restrict the number of simultaneous broadcasts.

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

Field	Description
Window area "Outgoing connections"	
Maximum available TDM channels	Output of the number of all TDM channels that are maximally available to the system. This number corresponds to the number of channels between the DAKS server and the PBX.
Of these, channels to be used for broadcasts	Selection field to determine the number of TDM channels that can be used simultaneously by broadcasts for outgoing calls. In this way, you can reserve channels for other applications or for callbacks to authenticate by PIN.
Maximum available VoIP channels	Output of the number of all VoIP channels that are maximally available to the system. This number corresponds to the number of channels between the DAKS server and the PBX.
Of these, channels to be used for broadcasts	Selection field to determine the number of VoIP channels that can be used simultaneously by broadcasts for outgoing calls. In this way, you can reserve channels for other applications or for callbacks to authenticate by PIN.
Window area "General display texts"	
To initiator	Edit field for texts messages. For broadcast initiators in the CorNet network using cordless digital phones, DAKS will also generate an alphanumeric "Display output". The texts can be freely defined (max. 20 characters). Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
To other subscribers	Same as for "To initiator", but with the display output sent to other subscribers (broadcast destinations) as well and as SMS.
Window area "Output to system printer"	
When DB is online When DB is offline	This selection field defines what is logged on the system printer when the DAKS-TTProcessServer (DB=database) is online/offline: ● "none" ● "start & end only" ● "Also non-reached subs." ● "Also reached subs." ● "everything"

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

Field	Description
Number of call recurrences	Selection field to choose the default value for the waiting time between the call recurrences for new broadcast group. This selection field defines how many times a subscriber is maximally called (applies to all telephone numbers of this person). As soon as a subscriber has been reached or confirmed positive/negative, the system will interrupt the dialing process.
Waiting time between call recurrences	Selection field to choose the default value for the waiting time between the call recurrences for new broadcast group. Use this selection field to define the waiting time between the call recurrences (in seconds).

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

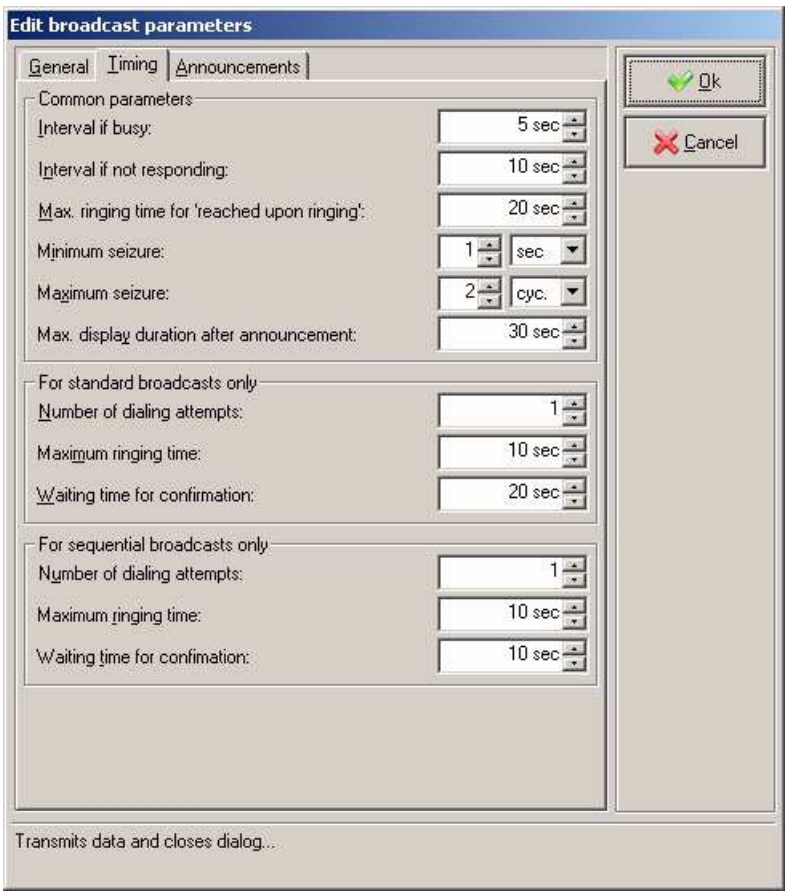
Field	Description
Tab "Time segments"	
	
Window area "Global properties"	
Interval if busy	Selection field to define the wait time between the individual dial attempts on busy (default 60 sec.).
Interval if 'no answer'	Selection field for the wait time until the next dial attempt if the subscriber was not reached (default 180 sec.).
Max. ringing time for 'reached upon ringing'	This selection field defines the duration of the call signaling in a dial attempt and applies to destinations for which the checkbox "Interpret ringing as reached" checkbox was marked in the window "Edit broadcast member" (default 15 sec.).
Minimum seizure	Use this selection field to define the minimum number of announcement cycles or the minimum time for listening to the announcement (in sec.). If a subscriber hangs up too early, for example because he accidentally drops the handset, DAKS will call him back as soon as possible (default 1 cycle).

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

Field	Description
Maximum seizure	Use this selection field to define either the maximum number of announcement cycles or the maximum time for listening to the announcement (sec.). If the subscriber does not hang up earlier, the connection is forwards triggered by DAKS (default 2 cycles).
Max. display duration after announcement	Use this selection field to specify how long a multiline display message is output after the last announcement, before DAKS-Server cuts the connection (default: 30 sec.). Note that each scrolling of the display message (via the "*" and the "#" key) resets this time to the beginning.
Window area "For standard broadcasts only"	
Number of dial attempts	Selection field to define the maximum number of times a destination is dialed (default 3).
Maximum ringing time	Selection field to define the maximum duration of call signaling per dial attempt (default 60 sec.).
Waiting time for confirmation	Selection field to define the period that the DAKS server shall wait for "Confirmation by subscriber entering PIN" after having reached the subscriber, in the window "Edit broadcast members" (default 600 sec).
Window area "For sequential broadcasts only"	
Number of dial attempts	Selection field to define the maximum number of times a destination is dialed. (Default 1).
Maximum ringing time	Selection field to define the maximum duration of call signaling per dial attempt (default 60 sec.).
Waiting time for confirmation	This selection field defines how long the DAKS server, after it reached the subscriber, shall wait for "Confirmation by subscriber entering PIN" (window "Edit broadcast members", default: 180 sec.).

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

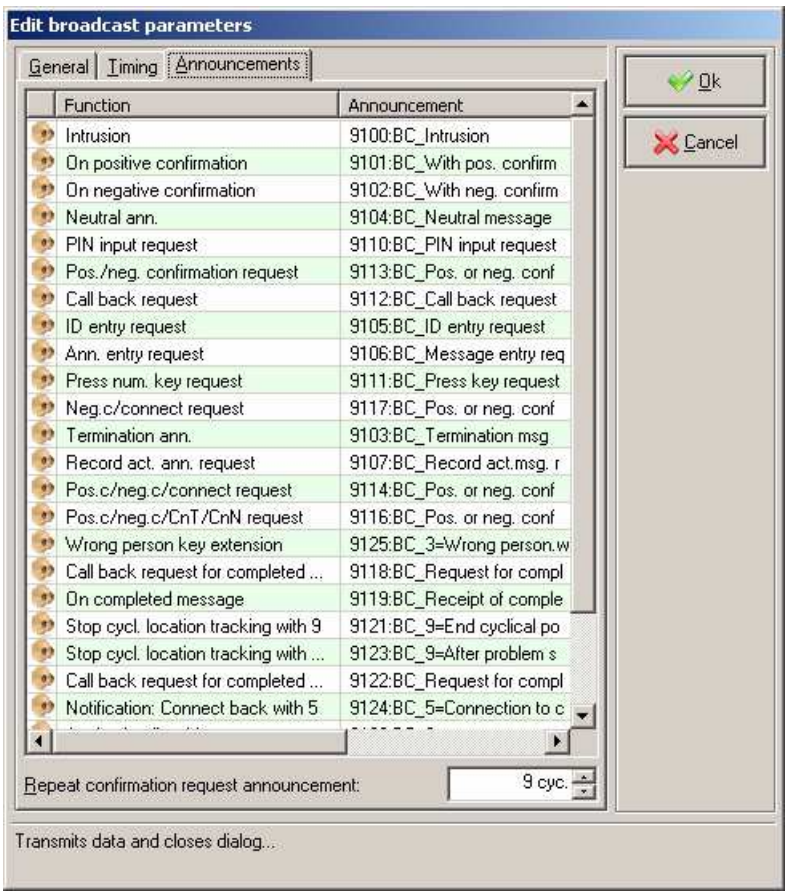
Field	Description
Tab "Announcements"	
	
Selection fields to assign broadcast announcements to functions. For a more detailed description of the default announcements that are included in the delivery please see Section 6.7, "Included announcements".	
Repeat confirmation request announcement	This selection field is only relevant for processes where confirmation is requested from the called subscriber. This entry specifies the maximum number of announcement cycles that are carried out until a confirmation is entered or until the entry of the confirmation must be started.

Table 9-5 Description of the fields in the window "Edit broadcast parameters"

9.7 Administrate broadcast groups

In order to create a broadcast you need to set up a broadcast group. Then assign the subscribers who you want to be alerted in the broadcast. The broadcast group must also be assigned an ID if the broadcast shall also be activatable from the telephone or data interface. Broadcasts can also be started via contact or through the Operator-Tool, and monitored via the Operator-Tool.

Please remember that you must have the proper administrative rights to be able to administrate the broadcast groups. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 7.5.3, "Administrator rights").

9.7.1 Add new and edit existing broadcast groups

Follow the below instructions to add or edit a new broadcast group:

No.	Step
1.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
2.	Click the symbol in the menu bar to add a new broadcast group, or select the broadcast group you want to edit and click on . This will open the window "Edit broadcast group".
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 9-6 Add new and edit existing broadcast groups

Description of the fields in the window "Edit broadcast group"

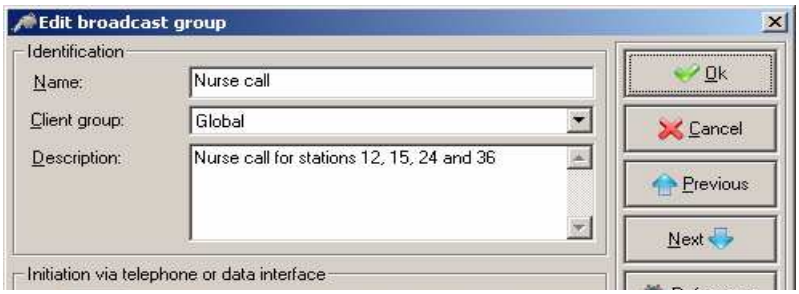
Field	Description
	
Window area "Identification"	
Name	Edit field for a brief description of the broadcast group (max. 20 characters) for display in tables and list fields.
Client group	Selection field to assign broadcasts to client groups. Note that broadcasts are usually assigned to the group to which the Administrator who created them belongs we well (Section 4.7, "Set up clients").
Window area "Initiation over the phone"	
ID	Edit field for the identifier to activate the broadcast group from a telephone or via a data interface (max. 4 digits).
from initiator's first phone only	If you select this checkbox the broadcast can not be activated over the phone unless the phone number of the initiator is identical with the first phone number of the initiating subscriber. This checkbox is only active if an ID was assigned.

Table 9-7 Description of the fields in the window "Edit broadcast group"

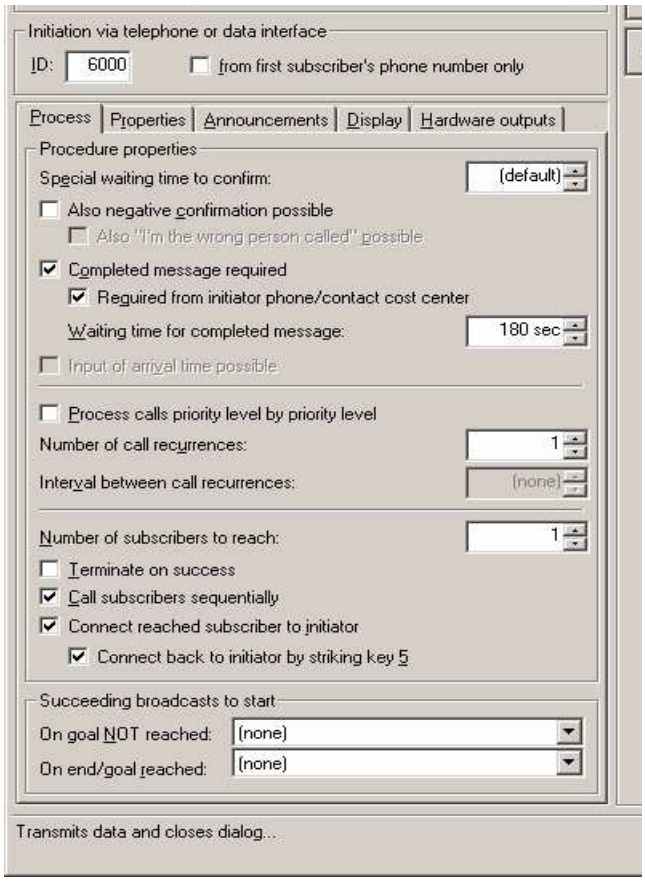
Field	Description
Tab "Process"	
	
Window area "Procedure properties"	
Special waiting time to confirm	Selection field to define a "Special waiting time to confirm" other than the default for a broadcast (sec.). If "default" is set, DAKS will apply the value laid down in the broadcast parameters.
Also negative confirmation possible	If you select this checkbox a negative confirmation is also enabled for confirmation of the broadcast by the pertinent subscribers. To do so, the broadcast subscribers must additionally be required to confirm (Section 9.8.2, "Edit broadcast members").
Confirmation "Wrong person" also possible	If you select this checkbox the respective subscriber can also confirm this broadcast by reporting back that he is the "Wrong person" for this call. To do so, the broadcast subscribers must additionally be required to confirm (Section 9.8.2, "Edit broadcast members").

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Completed message required	This field is not active unless the field "Number of subscribers to reach“ is set to exactly **1** and if either of the two fields "Terminate on success“ and "Call subscribers sequentially" are ticked. If this box is checked, the reached broadcast member is expected to send a completed message via callback using the suffix dialing "Completed message with PIN..." (Section 4.5, "Define the Dialthru codes").
Required from initiator phone /contact cost center	This field is only active if the box "Completed message required" is checked. If this box is checked, the callback to send the "Completed message" can only be made from the telephone of the initiator or the cost center allocated to the contact input (Section 4.10.7, "Description of the fields in the window "Edit Profibus® input", "Edit Optocoupler input" and "Edit EIBus® input"").
Waiting time for completed message	This field is only active if the box "Completed message required" is checked. Use this selection field to define the maximum waiting time for this broadcast during which the completed message must be sent (in seconds).
Input of arrival time possible	If this box is checked a reached subscriber can additionally enter the estimated time in minutes he needs to get to the scene.
Process calls priority level by priority level	If this box is checked, all subscribers will be processed in keeping with their priority Section 9.8, "Edit broadcast members", Section 7.4, "Administrate subscribers"). The highest priority level is 9, the lowest priority level is 1. DAKS will dial all subscribers with the same priority level first and with all dial attempts and destinations before it continues with the next lower priority level. Within each priority level DAKS will call the subscribers in random order. If this checkbox is not marked, an attempt will be made to reach as many subscribers ASAP by utilizing the channel resources to a maximum. In this process, the application will maintain the order of priority, but subscribers with a lower priority will now also be dialed whenever channel resources become available, for example if a subscriber with a superior priority is currently in a dial pause. In addition and for all broadcast subscribers in general, the system will always dial first destinations first, then the second, third, etc..

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Number of call recurrences	This selection field defines how many times a subscriber is maximally dialed (applies to all of his telephone numbers). As soon as a subscriber has been reached or confirmed positive/negative, the system will interrupt the dialing process. Note: The dialing logic specified in the field "Process calls according to priority" will only have effect on one call recurrence.
Waiting time between call recurrences	Use this selection field to define the waiting time between the call recurrences (in seconds).
Total number of subscribers to reach	Selection field to define how many subscribers DAKS must count as reached to end the broadcast with a positive result. If fewer subscribers than defined confirm positive, DAKS will end the broadcast with a negative result. This entry activates the ensuing checkboxes "Terminate on success" and "Call subscribers sequentially".
Terminate on success	If you select this checkbox DAKS will end the broadcast as soon as it successfully contacted the number of subscribers as defined in the field "Number of subscribers to reach". If a broadcast with parallel calling (see next field) ends early with positives results, all subscribers that have already been dialed by DAKS but are now no longer needed even though they are still connected receive a corresponding cancellation announcement (Section 9.6, "Define broadcast parameters", tab "Announcements", selection field "Termination announcement"), plus a corresponding display text message.
Call subscribers sequentially	If you select this checkbox the DAKS server will dial in parallel the precise number of broadcast subscribers that still need to be reached. It will end the broadcast automatically as soon as the specified number of subscribers is considered as reached. If this checkbox is not marked, the DAKS server will dial in parallel as many subscribers as possible. This may entail that DAKS in fact contacts more subscribers than are needed.
Connect reached subscriber with initiator	This field is not active unless the field "Number of subscribers to reach“ is set to exactly **1** and if either of the two fields "Terminate on success“ and "Call subscribers sequentially" are ticked. If this field is checked, DAKS will connect the initiator of the broadcast with the reached subscriber and place both of them in a bilateral call.

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Connect back to initiator by striking key 5	This field is only active if the box "Connect reached subscriber to initiator" is checked. If this box is checked, the broadcast initiator will not be put through to the reached subscriber in a bilateral call unless he presses the key **5**.
Window area "Succeeding broadcasts to start"	
On goal NOT reached	Selection field for broadcasts. If after all calls are completed there are still not enough subscribers reached, the broadcast selected here will start nonetheless in order to reach additional/other subscribers. On condition that this is not a broadcast that was added newly or ad hoc, the broadcast currently edited may be assigned here so that DAKS can be forced to start a redial if the obtained results were negative.
On end/goal reached	Selection field for broadcasts. If sufficient subscribers were reached for a broadcast or the "Number of subscribers to reach" field is set to "Undefined", the selected broadcast will started.

Table 9-7 Description of the fields in the window "Edit broadcast group"

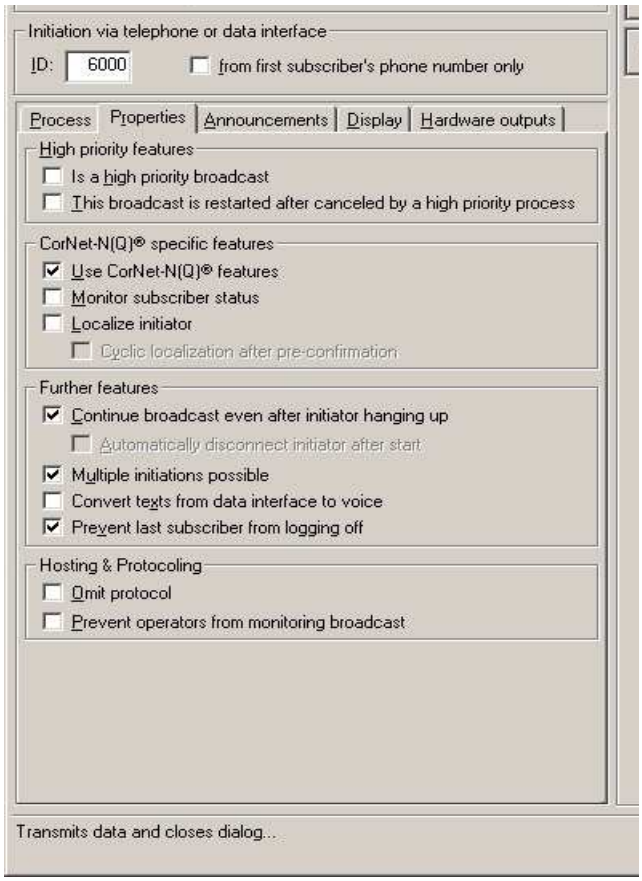
Field	Description
Tab "Properties"	
	
Window area "High priority features"	
Is a high priority broadcast	If this box is checked, the broadcast is high priority; that is to say all running broadcasts, conferences and call profiles that are high priority processes will be ended as soon as this broadcast is activated. A broadcast of this type cannot be ended by any other high priority application.
This broadcast will be restarted after canceled by a high priority process	If you select this checkbox, a broadcast of a lower priority that was triggered via a contact or through a data interface, and then canceled by a high priority process, will automatically restart after the end of the process with the higher priority.

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Window area "Cornet-N(Q)® specific options" These performance features are only available within the CorNet network.	
Use Cornet-N(Q)® performance features	If you select this checkbox, you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release.
Monitor subscriber state	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Locate initiator's current position via DPS	If this box is checked, the location of the subscriber who initiated the broadcast will be transmitted. This feature is only available in combination with the corresponding positioning servers. The selection of the announcement(s) and of the display texts giving the location of the alerting subscriber are determined by the positioning (location) server. If more than two lines are needed in the display to output the location tracking results, the broadcast members can press * and # to scroll the display text in both directions (up and down).
Cyclic localization of initiator after pre-confirmation	This field is only active is you enter **1** in the field "Number of subscriber to reach" and the box "Localize initiator" is ticked. If this box is checked, a reached subscriber will be cyclically transmitted (approx. every 30 sec) the location tracking results of the initiator, if available also the latest results. To end the cyclical positioning, the reached subscriber can press **9**.
Window area "Further features"	
Continue broadcast even after initiator hanging up	If this box is checked, a broadcast initiated from the telephone will not be canceled after the activating subscriber hangs up, and instead continued until the end.
Automatically disconnect initiator after start	This box can only be checked if "Continue broadcast even after initiator hanging up" is marked. This feature is used in particular to start a broadcast unnoticed (e.g. in a threat situation or hold-up). If the broadcast is activated, the initiator will not be played any announcement. Instead, he will receive a brief display message with the relevant text information and then be disconnected.
Multiple initiations possible	If this box is checked, the broadcast can run many times in parallel. This is particularly useful if it is always the same group of service technicians that need be alerted to malfunctions or faults reported to the system via contact or data interfaces.

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Convert texts from data interface to voice	This box specifies that all texts for display output that are received via data interfaces will automatically be converted to voice (announcement) when this broadcast is started. The converted text-to-voice announcements will be played after the announcements assigned to this broadcast.
Prevent last subscriber from logging off	If this box is checked, the system will reject the logoff of the last callable member of this broadcast group (Section 7.3.1, "General information for the login and logoff of subscribers").
Window area "Hosting & Protocoling"	
Omit protocol	If this box is checked, the printer protocol for this broadcast is completely deactivated. This will not affect the information output on the PC. If this box is not checked, the printer protocol is governed by the settings made in the tab "General" of the window "Edit broadcast parameters".
Prevent operators from monitoring broadcast via PC	If this box is checked, the transmission of the events of the active broadcast to the Operator-Tool is suppressed (does not apply if the broadcast was activated via the Operator-Tool). This makes it possible to avoid the visualization of certain broadcasts that are of lesser importance on the Operator-Tool.

Table 9-7 Description of the fields in the window "Edit broadcast group"

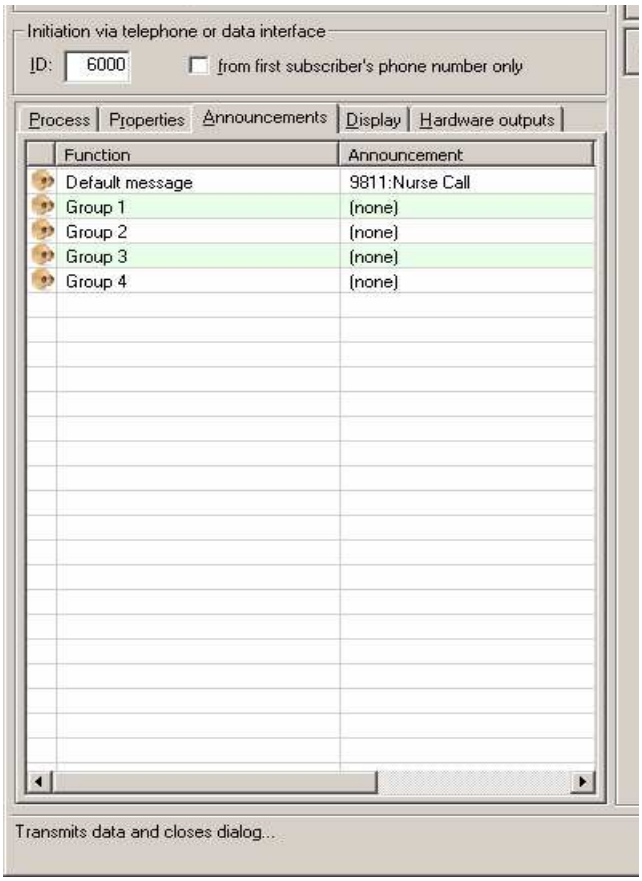
Field	Description
Tab "Announcements"	
	
Default message or name assigned	Selection field to choose a default announcement of the broadcast. Select here the announcement that will be played by DAKS if the subscriber is not assigned to any specific announcement group and the initiation of the broadcast is carried out "According to group plan" (Section 9.9, "Operate broadcasts with the Operator-Tool" and Section 9.11, "Operate broadcasts over the phone"). Note that if no announcement is assigned here, the following selection fields will not be enabled.

Table 9-7 Description of the fields in the window "Edit broadcast group"

Field	Description
Group <no.> or name assigned	Selection fields for up to 4 group-specific announcements. Please note that the number of visible selection fields depends on the value you entered in the field "Number of announcement groups", tab "General", window "Edit broadcast parameters". If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 9.8, "Edit broadcast members"). This is of particular benefit: • in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) • for broadcasts that shall be used to relay both unclassified and confidential information at the same time. If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.

Table 9-7 Description of the fields in the window "Edit broadcast group"

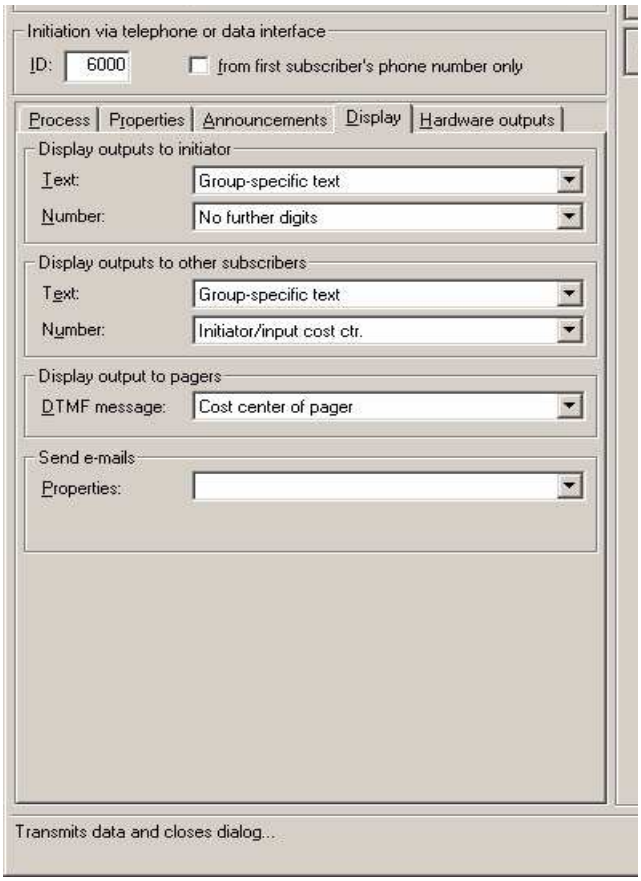
Field	Description
Tab "Display" 	
The DAKS server can output numeric and alphanumeric information on the broadcast and its initiator to all initiators and members of a broadcast. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 4.16, "DAKS coupling with SigmaSys®".	
Window area "Send e-mails"	
Properties	Use this selection field to define if you want DAKS to send e-mails and, if so, for which events. • no dispatch • Info mails to all group members • Individual mail on positive result • Individual mail on negative result • Individual mail on any result
Results to	Use this edit field for the E-mail address, to which a message reporting on the broadcast results shall be sent.

Table 9-7 Description of the fields in the window "Edit broadcast group"

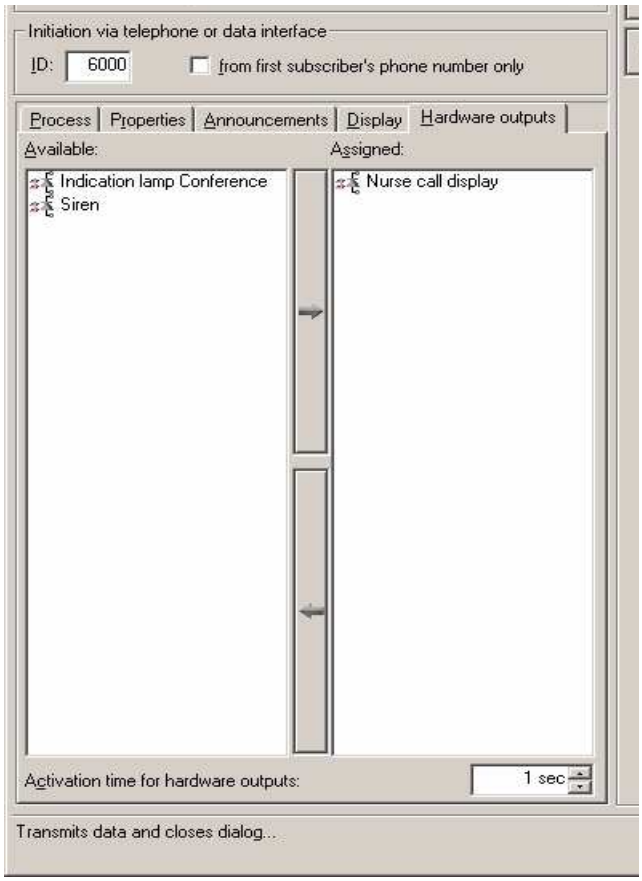
Field	Description
Tab "Hardware outputs" 	
Available	List of all available hardware outputs (Section 4.10.8, "Configure optocoupler outputs").
Assigned	This list catalogs the hardware outputs that are assigned to a broadcast. In this way, e.g. you can tell DAKS to also activate sirens or warning lamps in addition to the broadcast.
Activation time for hardware outputs	Selection field to define the maximum duration the assigned hardware output shall be activate. Please note that "(unlimited)" means the hardware output remains activate throughout the entire broadcast.

Table 9-7 Description of the fields in the window "Edit broadcast group"

9.7.2 Delete broadcast groups

Follow the below instructions to delete a broadcast group:

No.	Step
1.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
2.	Select the broadcast group that you want to delete in the right list window.
3.	Click on the symbol in the menu bar.
4.	Confirm the security prompt with **OK**. The broadcast group is deleted. If broadcast subscribers are still assigned to this broadcast group, the window "Delete broadcast group with references" will now automatically open up (Section 9.7.3, "Edit and delete broadcast references").

Table 9-8 Delete broadcast groups

9.7.3 Edit and delete broadcast references

In the window "Edit broadcast group", click **References** to call up the window "Broadcast references" direct. DAKS will output all subscribers that are also members of this broadcast group. You can use this window to edit or delete individual broadcast members.

Note that if you try to delete a broadcast group that still has members assigned to it, the window "Broadcast references" will open directly.

Follow the below instructions to edit or to delete broadcast references:

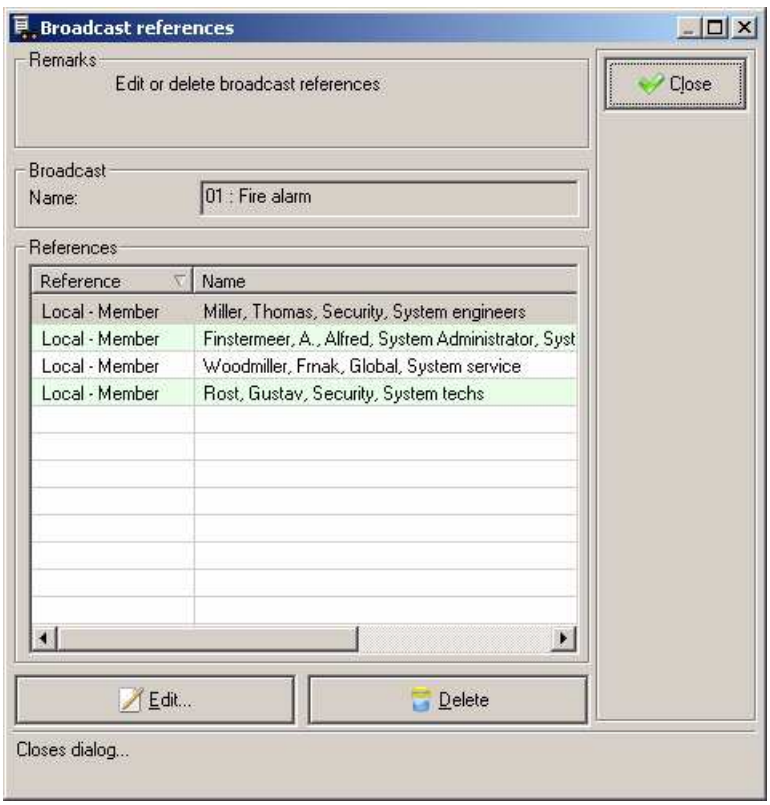
No.	Step
1.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
2.	Select the broadcast group you want to edit and click on . This will open the window "Edit broadcast group".
3.	Click on **References**. This will open the window "Broadcast references". 

Table 9-9 Edit and delete broadcast references

No.	Step
4.	**Edit broadcast member:** First, select the correct reference entry and click on **Edit** or double-click the entry itself. This will open the window "Edit broadcast member". Now make the required changes (Section 9.8.2, "Edit broadcast members"). **Deleting broadcast members:** To delete broadcast members, select the relevant reference entries and click on **Delete.** Confirm the security prompt with **Yes**. The reference entries are deleted. If the entire list is empty you can also delete the actual broadcast group.

Table 9-9 Edit and delete broadcast references

9.8 Edit broadcast members

Every broadcast group can be assigned members. During the broadcast, DAKS will apply the settings assigned to the different members, e.g. "Timing". In addition, you can define individual settings for a member that shall only be applied in a specific broadcast.

9.8.1 Add new broadcast members

Follow the below instructions to add a new broadcast member:

No.	Step
1.	Select "Broadcasts" in the tree view. All broadcast groups will be output in the right list window.
2.	Double-click on the broadcast group to which you want add a member. All broadcast members who are already assigned to this broadcast will, if available, be output in the list window.
3.	Click on the symbol in the menu bar. This will open the window "Add new broadcast member".
4.	In the selection list, choose the member(s) you want to assign to the broadcast group.
5.	Enter the relevant data (Section 9.8.2, "Description of the fields in the window "Edit broadcast member""). If you selected more than one subscriber, each of them will be added with the same settings.
6.	Select "Save as template" to use these settings as a template for the next new subscriber or member.
7.	Click on **OK** to save your entries. The new broadcast member(s) will be created.

Table 9-10 Add new broadcast members

9.8.2 Edit broadcast members

Follow the below instructions to edit a broadcast member:

No.	Step
1.	Select "Broadcasts" in the tree view. All broadcast groups will be output in the right list window.
2.	Select the broadcast group whose members you want to edit and click on . All assigned broadcast members will be output in the list window.
3.	Select the broadcast member you want to edit and click on . This will open the window "Edit broadcast member".
4.	Now enter the settings in keeping with the field descriptions.
5.	Click **Ok** to save your changes.

Table 9-11 Edit broadcast members

Description of the fields in the window "Edit broadcast member"

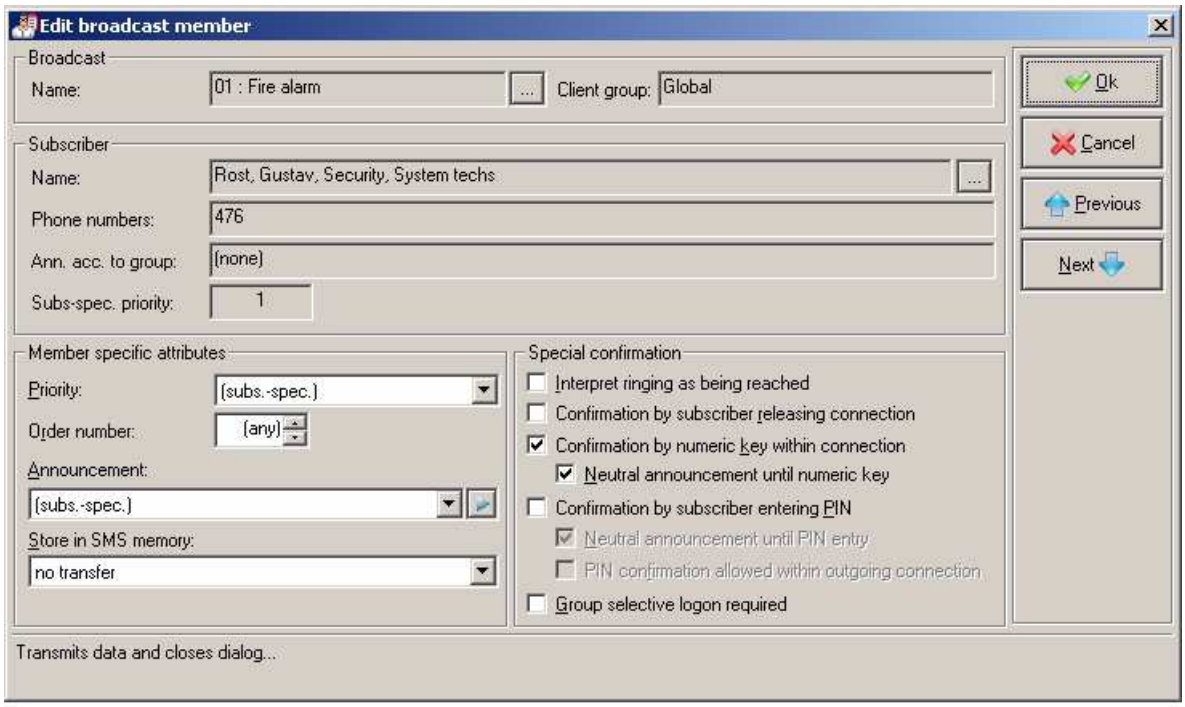
Field	Description
	
Window area "Broadcast"	
Name	Output field that shows the ID and the name of the broadcast.
Client group	Output field that displays the client group of the broadcast.
Window area "Subscriber"	
Name	Output field that displays the name of the subscriber.
Phone numbers	Output field displaying all phone numbers (destinations) of the subscriber.
Ann. acc. to group	Output field that displays the assigned announcement.
Subs-spec. priority	Output field that displays the priority of the subscriber that is entered in the central subscriber list (default).

Table 9-12 Description of the fields in the window "Edit broadcast member"

Field	**Description**
Window area "Member specific attributes"	
Priority	This selection field specifies the priority of the subscriber within this broadcast group only. All subscribers are then processed in the order of their priority level. The highest priority level is 9 and the lowest level is 1. • subs.-spec. (=subscriber-specific, default setting): The priority that applies here is identical with the priority of the central subscriber list. • Priority 1 to 9: This priority and not the priority set in the central subscriber list will be applied for the broadcast. • inactive: This subscriber will neither be considered nor output as "not reached" by DAKS. With this function you can temporarily deactivate a subscriber without having to actually remove him from the broadcast group. If a subscriber is set to "inactive" in the central subscriber administration, for example because he is away on a holiday, DAKS will skip this subscriber only if you also select "subscriber specific" here.
Order number	Selection field to assign an order number between 01 and 99 to a subscriber of a broadcast group. If a broadcast group is started through the Operator-Tool, the group of subscribers to be dialed by DAKS can then, if needed, be restricted to a range of order numbers of your choice, for example to a certain section of a railway line. DAKS will also call the members of a broadcast group who were not assigned an order number ("any"), even if you limited the range of the order number.
Announcement	Selection field to specify an individual announcement for subscribers in broadcasts that are based on the group plan. • No subscriber-specific announcement selected: The subscriber will be played the announcement that is specified in the tab "Announcements" of the window "Edit broadcast group"" (default or group-specific if he is assigned to an announcement group). • subs.-spec. (= subscriber-specific): The subscriber will be played an individual announcement instead of the standard announcement.

Table 9-12 Description of the fields in the window "Edit broadcast member"

Field	Description
Store in SMS memory	Selection field to specify in what cases the alphanumeric message for the subscriber is transferred to the SMS retrieval memory: • "always transfer" • "transfer only on pos. result" signifies that the transfer to SMS memory will only be carried out if the subscriber was reached or confirmed positive, e.g. if a service technician called by DAKS confirmed that he will attend to the malfunction or fault. • "transfer only on neg. result" signifies that the transfer to SMS memory will only be carried out if the subscriber has not been reached or confirmed negative. • "no transfer"
Window area "Special confirmation"	
Interpret ringing as being reached	If you select this checkbox DAKS will count the ringing of the telephone as reached acknowledgement. Especially in combination with the SMS retrieval service or confirmation by callback, the ringing of the telephone itself will be sufficient for DAKS to not call the subscriber again; that is to say depending on the type of confirmation requested, DAKS will give the subscriber either the status "Subscriber reached" or, if negative confirmation is permitted, the status "Subscriber must still confirm by callback".
Confirmation by subscriber releasing connection	If this box is checked, the subscriber will be considered as reached as soon as he has received the announcement and hung up at his end. With regard to answering machines or LB telephones, the requirement to hang up, i.e. the requirement formulated to the called subscriber to end his call and hang up, offers additional safety.
Confirmation by keystroke within connection	If this box is checked, the subscriber will have to listen to the announcement and then press a key: • either any number key, if negative confirmation is allowed, or • 0 for "negative" or 1 for "positive", if negative confirmation is allowed (see window "Edit broadcast group", tab "Process", box "Also negative confirmation possible") This will also enable the checkbox "Neutral announcement until keystroke" for additional settings.
Neutral announcement until keystroke	If this box is checked, DAKS will first playback a "Neutral announcement". The actual broadcast announcement will only be played after the entry is made (protection of confidential and classified information).

Table 9-12 Description of the fields in the window "Edit broadcast member"

Field	Description
Confirmation by subscriber entering PIN	If this box is checked, the subscriber will be counted as reached as soon as he has identified via PIN and confirmed positive when prompted (see Section 9.3, "General aspects of subscriber alerting"). DAKS will also activate the boxes "Neutral announcement until PIN" and "PIN confirmation allowed within outgoing connection" to enable you to make additional settings.
Neutral announcement until confirmation	If this box is checked, DAKS will first playback a "Neutral announcement". The actual broadcast announcement will only be played after the PIN is entered (protection of confidential and classified information).
PIN confirmation allowed within outgoing connection	If this box is checked, the PIN may be entered in the active connection. No callback will need to be made for the caller to be able to identify by PIN and, if needed, acknowledge or confirm the call(Section 9.10.4, "Special features of telephone alarming with PIN confirmation").

Table 9-12 Description of the fields in the window "Edit broadcast member"

9.8.3 Delete broadcast members

Follow the below instructions to delete broadcast members:

No.	Step
1.	Select "Broadcasts" in the tree view. All broadcast groups will be output in the right list window.
2.	Double-click on the conference group from which you want to delete broadcast member(s). All assigned broadcast members will be output in the list window.
3.	In the list window, select the broadcast member you want to delete. Note that you may also select several broadcast members at once.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt by clicking on **Yes**. The broadcast member(s) will be deleted.

Table 9-13 Delete broadcast members

9.9 Operate broadcasts with the Operator-Tool

Please bear in mind that you need the pertinent Operational rights as well as a password to initiate broadcasts via the Operator-Tool.

The Operator-Tool also provides options to start broadcasts with customized settings. Also, broadcasts can be monitored in the "Broadcast" window, even if they were started over the telephone, via contact or via data interface.

9.9.1 Start a single broadcast

Follow the below instructions to start a broadcast:

No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are three ways to start broadcasts: • Open the pull-down menu "Operations" and select "Start a broadcast", or • make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or • click on . All of these approaches will open the window "Start a broadcast".
3.	Select the broadcast you want to start.
4.	Select the announcement "According to group plan" or specify a different announcement on the spot.
5.	Make all necessary additional settings in keeping with the ensuing field descriptions.
6.	Click **OK** to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 9.9.5, "Monitor broadcasts").

Table 9-14 Track the location of individual terminals

Description of the fields in the window "Start a broadcast"

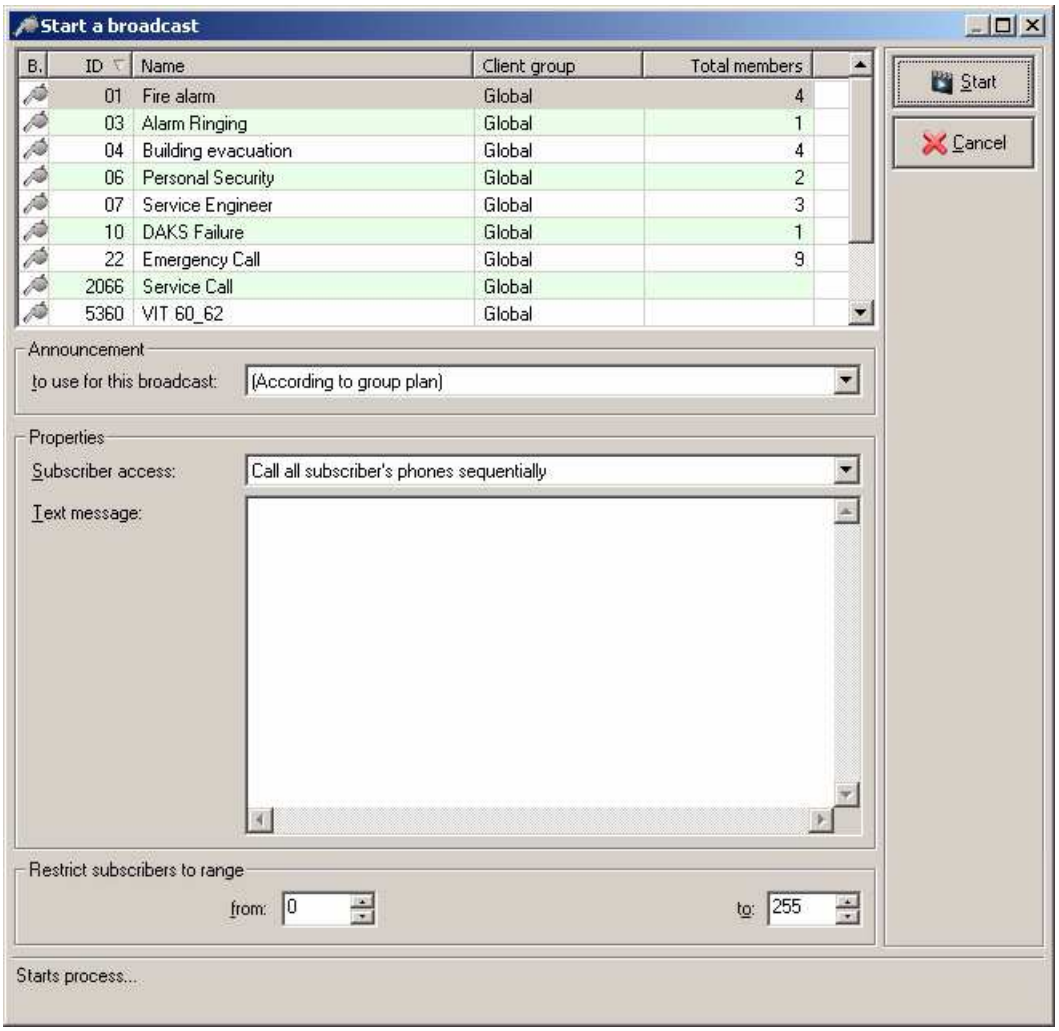
Field	Description
	
Lists of available broadcasts	
ID	Output field for the identifier of the broadcast.
Name	Output field for the brief description of the broadcast group.
Client group	Output field for the client group to which the broadcast is assigned.
Number of subscribers	Output field for the number of members who are assigned to the broadcast group.

Table 9-15 Description of the fields in the window "Start a broadcast"

Field	Description
Window area "Announcement"	
to use for this broadcast	Selection field to choose the announcement you want DAKS to play in this broadcast. If you select "According to group plan", the subscribers will be played the announcements that have been defined for this broadcast and its members. Note that if you select a specific announcement, your setting will overwrite all announcement definitions for this broadcast, that is to say everybody in this broadcast will be played this specific announcement. Apart from the predefined announcements you can also: • open a window by clicking the entry "** Compose announcement ... **“ to compose an announcement on the fly (Section 9.9.3, "Start a broadcast with an announcement composed ad hoc"), or • open a new window by clicking "** convert text to voice ... **" to generate an ad hoc announcement from a text (Section 9.9.4, "Start a broadcast with an ad hoc announcement generated from a text").
Window area "Properties"	
Subscriber access	The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS. • Call all subscriber's phones sequentially (default): With this setting, DAKS will call the members of the broadcast at their 1st destination (phone number); if unable to reach them at that number, DAKS will call them at their 2nd destination or, if needed, at their 3rd or 4th destination. • Call subscriber’s first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, a subscriber will only be called at his 2nd destination (phone number).
Text message	Edit field to enter a message that will be output to all subscribers via display or SMS (no more than 160 characters).
Window area "Restrict subscribers to range"	

Table 9-15 Description of the fields in the window "Start a broadcast"

Field	Description
from to	These selection fields restricts the group of subscribers that shall be called by DAKS to ranges of sequential numbers, e.g. to a certain section of a railway line. DAKS will also call members of a broadcast group who assigned no order number ("Unspecified"), even the range of the order numbers was limited.

Table 9-15 Description of the fields in the window "Start a broadcast"

9.9.2 Start a hunt group

The Operator-Tool can also be used to form and start a hunt group that may consist of up to ten broadcasts. Note that the maximum number of subscribers in a hunt group may not exceed the maximum number of subscribers that are in a single group. Subscribers who are already assigned members of several of the selected broadcasts will be entered no more than once in the hunt group.

Note that DAKS will overwrite the specific properties or settings previously defined for the broadcast members in a hunt group (Section 9.8.2, "Edit broadcast members") as below and apply:

- Priority according to subscriber settings (Section 7.4, "Administrate subscribers")
- Order number = "any"
- Announcement = "(subscriber specific)"
- SMS memory = "no transfer"
- Special confirmation = none of the checkboxes marked

Follow the below instructions to create and start a hunt group:

No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are three ways to start broadcasts: • Open the pull-down menu "Operations" and select "Start a broadcast", or • make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or • click on . All of these approaches will open the window "Start a broadcast".
3.	You can select up to ten broadcasts and bring them together to form a hunt group. Press the CTRL and/or the SHIFT key and keep both keys pressed as you highlight the your broadcasts.
4.	Now enter the settings in keeping with the field descriptions.
5.	Click on **Ok** to start the hunt group. This will start your hunt group and open the "Broadcast" window (Section 9.9.5, "Monitor broadcasts").

Table 9-16 Start several broadcasts simultaneously

Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

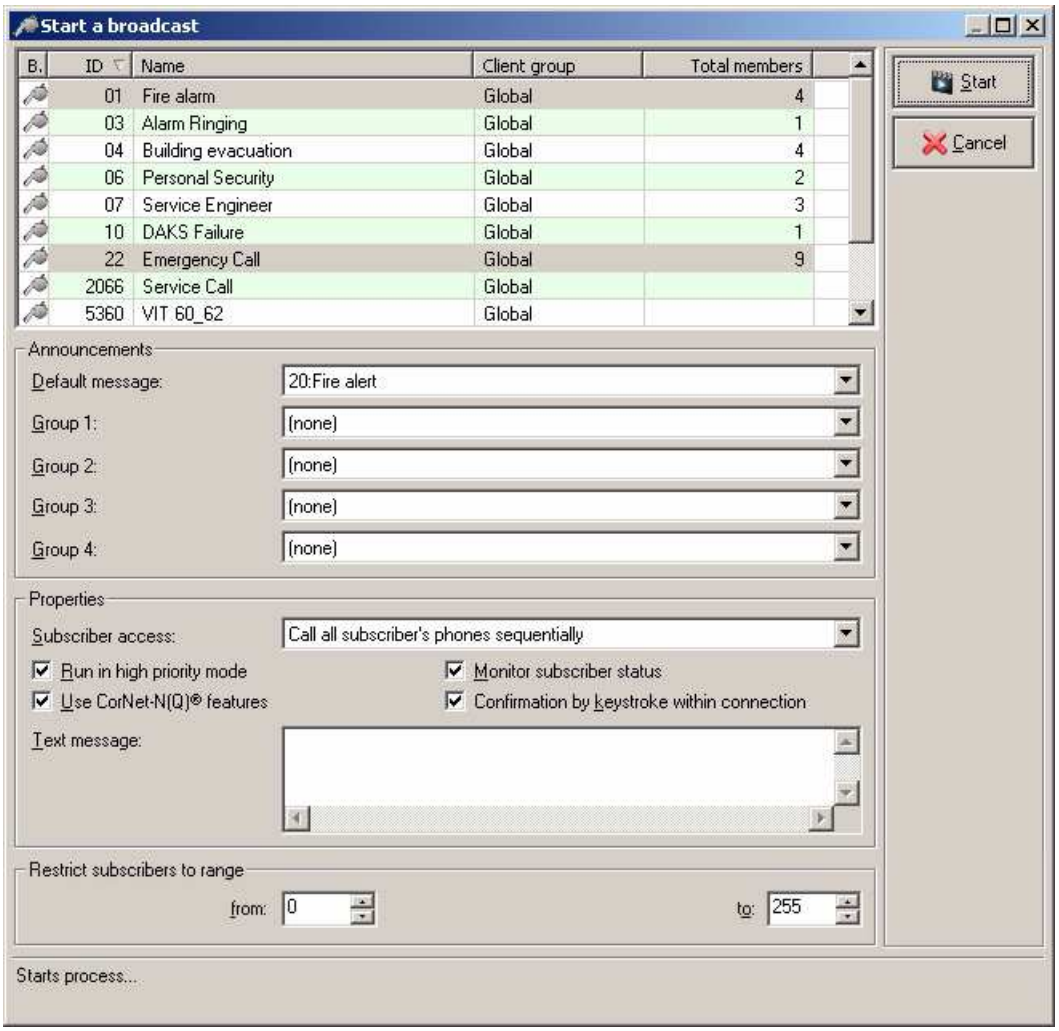
Field	Description
	
Lists of available broadcasts	
ID	Output field for the identifier of the broadcast.
Name	Output field for the brief description of the broadcast group.
Client group	Output field for the client group to which the broadcast is assigned.
Number of subscribers	Output field for the number of members who are assigned to the broadcast group.

Table 9-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

Field	Description
Window area "Announcements"	
Default announcement	Selection field to choose a default announcement of the broadcast. This announcement will be played if the subscriber is not assigned to any specific announcement group and the broadcast is launched "(According to group plan)" (Section 9.9, "Operate broadcasts with the Operator-Tool" and Section 9.11, "Operate broadcasts over the phone"). Apart from the predefined announcements you can also: • open a window by clicking the entry "** Compose announcement ... **“ to compose an announcement on the fly (Section 9.9.3, "Start a broadcast with an announcement composed ad hoc"), or • open a new window by clicking "** convert text to voice ... **" to generate an ad hoc announcement from a text (Section 9.9.4, "Start a broadcast with an ad hoc announcement generated from a text"). Note that if no announcement is assigned here, the selection fields that follow are deactivated for the group-specific announcements.
<No.> GROUP	Selection fields for up to 4 group-specific announcements. Please note that the number of visible selection fields depends on the value you entered in the field "Number of announcement groups", tab "General", window "Edit broadcast parameters". If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 9.8, "Edit broadcast members"). This is of particular benefit: • in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) • for broadcasts that shall be used to relay both unclassified and confidential information at the same time. If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.

Table 9-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

Field	Description
Window area "Properties"	
Subscriber access	The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS. • Call all subscriber's phones sequentially (default): With this setting, DAKS will call the members of the broadcast at their 1st destination (phone number); if unable to reach them at that number, DAKS will call them at their 2nd destination or, if needed, at their 3rd or 4th destination. • Call subscriber’s first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, a subscriber will only be called at his 2nd destination (phone number).
Run in high priority mode	If this box is checked, the broadcast is high priority; that is to say all running broadcasts, conferences and call profiles that are high priority processes will be ended as soon as this broadcast is activated. A broadcast of this type cannot be ended by any other high priority application.
Use Cornet features	If you select this checkbox you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release. Note that these features are only available within the CorNet network.
Confirmation by keystroke within connection	If this box is checked all reaches subscribers are requested to confirm acceptance of the call by pressing any key on their telephone display. This makes sure that no call ends that actually reached an answering machine will be counted as "Subscriber has been successfully reached".
Monitor subscriber status	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Text message	Edit field to enter a short message that will be output to all subscribers on their display or per SMS (no more than 160 characters).

Table 9-17 Description of the fields in the window "Start a broadcast" to launch several broadcasts simultaneously

9.9.3 Start a broadcast with an announcement composed ad hoc

Follow the below instructions to compose a broadcast announcement:

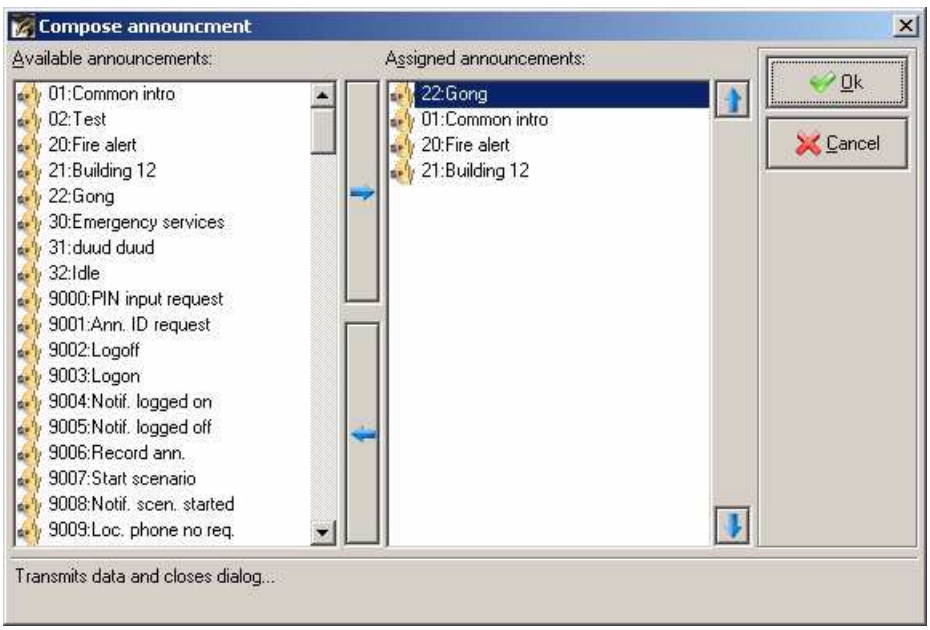
No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are three ways to start broadcasts: • Open the pull-down menu "Operations" and select "Start a broadcast", or • make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or • click on . All of these approaches will open the window "Start a broadcast".
3.	Select the broadcast you want to start.
4.	Under "Announcement" click the entry "** Compose announcement... **". This will open the window "Compose announcement: 
5.	Assign from the available announcements the ones you want to use. There are two possible ways of moving announcements: • Select the announcement in the corresponding list field and move it with the arrow button. • Double-click on the announcement to move it to the other list.
6.	You can change the order of the announcements if required. Select an entry and move it up or down using the arrow buttons , or .

Table 9-18 Start a broadcast with an announcement composed ad hoc

No.	Step
7.	Click **Ok** to save your changes. This will create an entry with the created announcements in the announcement selection filed, output between two ++ signs.
8.	If necessary, specify further settings in the window "Start a broadcast".
9.	Click **OK** to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 9.9.5, "Monitor broadcasts").

Table 9-18 Start a broadcast with an announcement composed ad hoc

9.9.4 Start a broadcast with an ad hoc announcement generated from a text

Follow the below instructions to compose a broadcast announcement:

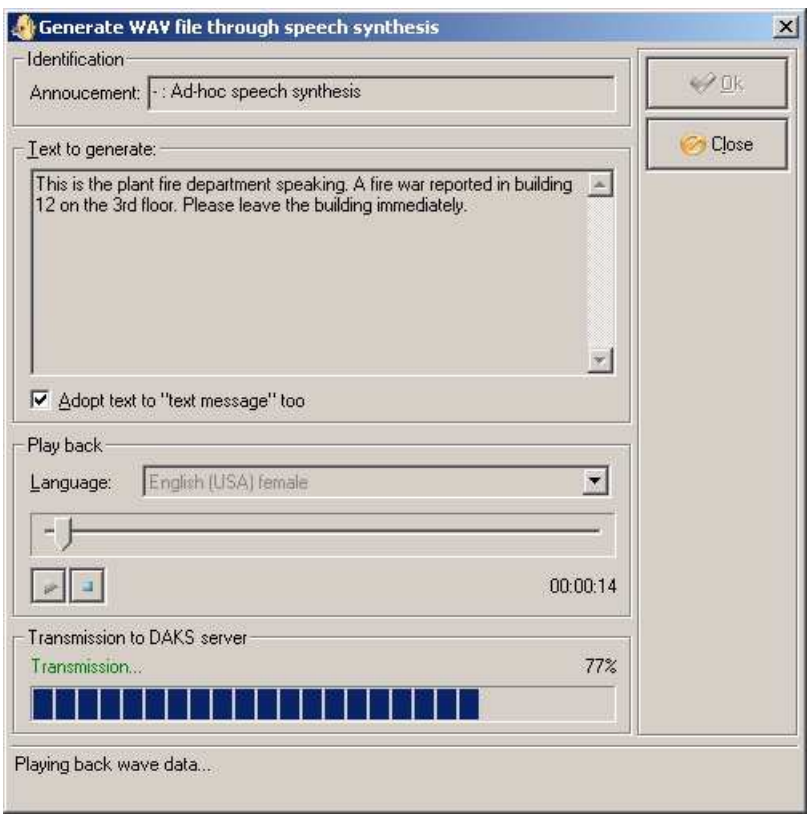
No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are three ways to start broadcasts: • Open the pull-down menu "Operations" and select "Start a broadcast", or • make a right mouse click on "Broadcasts" in the tree view and select "Start" in the context menu, or • click on . All of these approaches will open the window "Start a broadcast".
3.	Select the broadcast you want to start.
4.	Under "Announcement" click the entry "** Covert text to voice... **". This will open the user window "Generate wave file through speech synthesis": 

Table 9-19 Start a broadcast with an ad hoc announcement generated from a text

No.	Step
5.	Use the edit field of the window area "Text to generate" to enter the text you want to synthesize. Note: The edit field "Text to generate" is inactive during the speech synthesis and the playback.
6.	If needed, mark the field "Adopt text to "text message" also" to copy the text entered above and paste it to the field "Text output" in the window "Start a broadcast".
7.	Next, go to the selection field "Language" and choose the language you want to use for the voice synthesis.
8.	Now click to activate the speech synthesis. After the speech syntheses is completed the system will automatically playback the created announcement.
9.	In the window area "Transmission to DAKS-Server" you can also watch the progress of the announcement transmission to the DAKS-Server.
10.	If necessary, repeat steps 5 and 8 to make corrections to the announcement.
11.	The **OK** button is only activated when you have listened to the announcement - after entry/edit of the text - and after the complete announcement (100%) has been transferred to the DAKS-Server. Click **OK** to play the generated announcement in the broadcast. This will add the entry "++ Ad-hoc speech synthesis ++" to the "Announcement" selection field.
12.	If necessary, specify further settings in the window "Start a broadcast".
13.	Click **OK** to start the broadcast. The broadcast will be started and the "Broadcast" window will open (Section 9.9.5, "Monitor broadcasts").

Table 9-19 Start a broadcast with an ad hoc announcement generated from a text

9.9.5 Monitor broadcasts

The Operator-Tool can be used to monitor broadcasts, check their success, or cancel a broadcast early after its start. This includes broadcasts launched from a telephone, via hardware contact or via data interface. The Operator will only be output the broadcasts that belong to his client group and "global" broadcasts.

Broadcasts that can be started from the Operator-Tool:

- The "Broadcast" window will automatically open and be placed on top.
- If broadcasts end or are terminated early by hand, the "Broadcast" window will still remain open and have to be closed manually. This enables you to evaluate and classify your broadcasts even after they have ended (Section 9.9.6, "Cancel a broadcast").
- In the menu bar click "Window" and select Select "Auto "Broadcast" window" to have DAKS open every broadcast that is started, be it over the telephone, via contact or via data interface, in a separate "Broadcast" window, with the window that is currently active always on top.
  If not, the pertinent "Broadcast" window is only opened and equally placed on top if the broadcast was started through Operator-Tool. For all other active broadcasts DAKS will highlight the names in the overview window.

Broadcasts that can be started from a telephone, via contact or via data interface:

- The "Broadcast" window will automatically open if you select the menu item "Auto "Broadcast" window" in the pull-down menu "Window". Otherwise, the started broadcast will be output in the tree view and marked in bold print. To monitor broadcasts you need to open the "Broadcast" window manually.
- If the broadcasts ends or is terminated early by hand, the "Broadcast" window will automatically close.

Information on broadcasts and subscribers

If a "Broadcast" window is open, you can call up information on the broadcast and on its subscribers or end the broadcast via the pull-down menu "Operations":

- Broadcast (not for hunt groups):
  Information on an active broadcast (see below "Description of the information on active broadcasts").
- Subscriber properties (does not apply to hunt groups):
  Definition of the selected broadcast member (Section 9.8.2, "Edit broadcast members").
- Subscriber results:
  Display of the current status of the selected broadcast member.
- Cancel broadcast:
  Manual cancellation of the broadcast that is currently running (Section 9.9.6, "Cancel a broadcast").

Note that broadcasts can only be monitored in the Operator-Tool if you do **not** check the box "Prevent operators from monitoring broadcast via PC" in the tab "Properties", window "Edit broadcast group".

Follow the below instructions to monitor broadcasts:

No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are several ways how to open the broadcast window: • If you started a broadcast via the Operator-Tool, the window will automatically open and be placed on top. • Select "Auto "Broadcast" window" in the pull-down menu "Window". All broadcasts that are currently active will automatically be output in one window. • Select "Display broadcast" in the pull-down menu "Operator". If only one broadcast is currently active, DAKS will open the corresponding window. If several broadcasts are currently active, they will be listed in a selection window that will now open and from which the wanted broadcast can be selected. Select the broadcast here and confirm with **OK**.
3.	Follow the below instructions to assess the status of the broadcast or control it.

Table 9-20 Monitor broadcasts

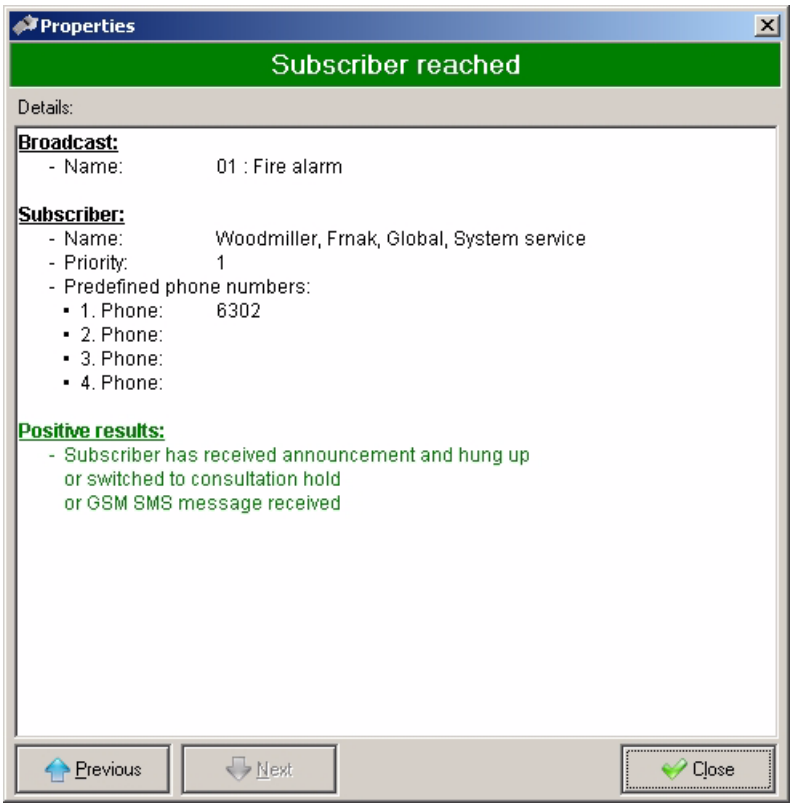
No.	Step
4.	Note that you can also request detailed status information on the individual broadcast subscribers. To do so, select the correct subscriber in the broadcast window and click on . This will open the "Properties" window where you will find all essential details on the status of the subscriber. 

Table 9-20 Monitor broadcasts

Description of the symbols and list areas in the Broadcast Window

The Broadcast Window outputs a variety of details on the status of the broadcast.

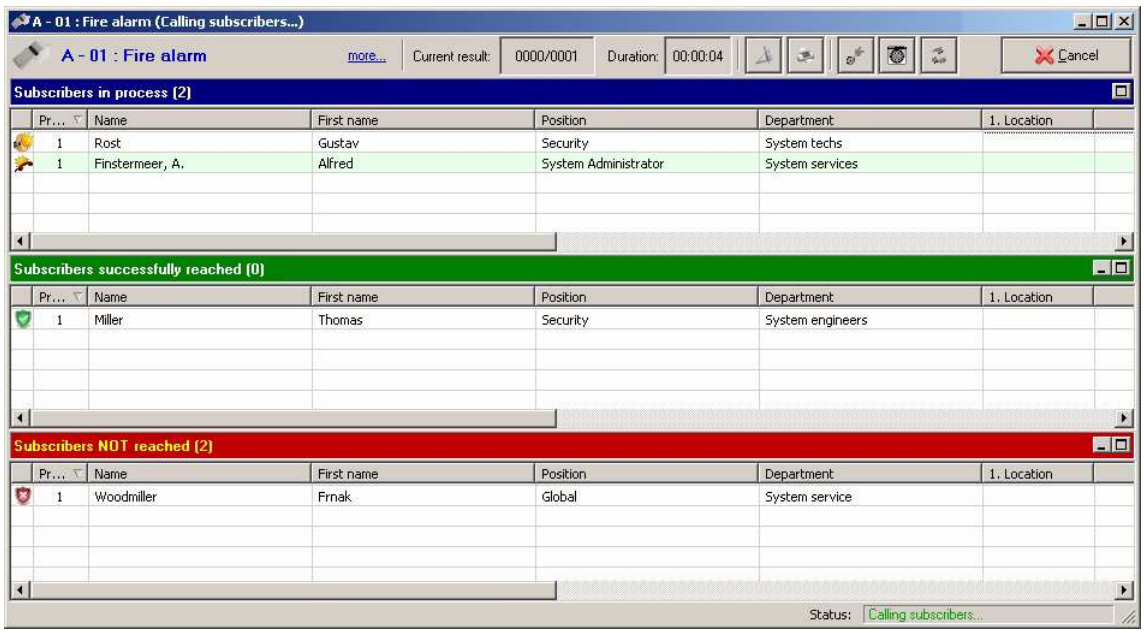
Field/Symbol	Description
	
Title area	
Title bar	Display of the broadcast name for a positive identification if several broadcasts are started at the same time.
Current result	Display field that outputs the subscribers that have already been reached in relation to the total number of subscribers that need to be reached by DAKS. This field is constantly updated during the active broadcast.
	Button to have DAKS output detailed information on the selected subscriber.
	Button to have the broadcast protocol file printed directly. This button is only enabled after the end of the broadcast.
   	Buttons for location tracking , see Section 17.6.2.1, "Toolbar and menu items".

Table 9-21 Description of the list areas in the Broadcast window

Field/Symbol	**Description**
	Button to end a broadcast (Section 9.9.6, "Cancel a broadcast").
window area "Subscribers in process" Output of all subscribers who are currently being called or being played the announcement.	
	This symbol indicates subscribers who are currently being called or who are being played the announcement.
	This symbol denotes subscribers who still need to acknowledge or confirm via callback (Section 9.11.8, "Confirm broadcasts positive or negative by callback with PIN").
	This symbol denotes subscribers who are currently in the dialing pause because there is no line free at the moment, or for whom the next dial attempt has not yet started.
"Subscribers successfully reached" list area	
	This symbol indicates subscribers who have been reached.
List area "Subscribers NOT reached"	
	This symbol indicates subscribers who have not been reached.
Status line	
Status	Indicates the current status of the broadcast, e.g.: • "Calling subscribers... • "Process completed"

Table 9-21 Description of the list areas in the Broadcast window

Description of the information on active broadcasts

The Broadcast Window outputs a variety of details on the status of the broadcast.

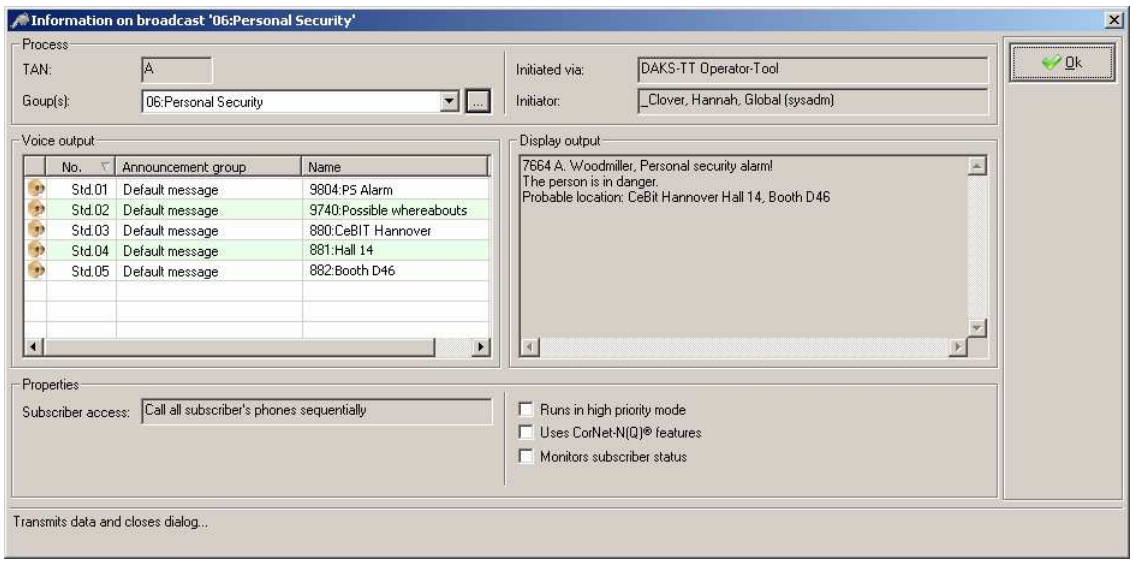
Field/Symbol	Description
	
Window area "Process"	
TAN	Outputs the current transaction number that belongs to the broadcast process.
Group(s)	Selection field to output the broadcast group(s) that form broadcast. DAKS will only output more than 1 group identifier if this group is a hunt group.
	Button to open a window for the definition of the broadcast that appears in the selection field (Section 9.7.1, "Add new and edit existing broadcast groups"). This button is not enabled for hunt groups.
Launched via	Text field to show how the broadcast was launched.
Initiator	Text field to show the subscriber who was identified by the system as initiator. For broadcasts triggered over the phone this field will output, if received, the calling number and the calling name.
Voice output	List field to show the announcements used in the broadcast. The entries listed in the column "No." begin with • "Def" denote the composed default announcement, if available, • "Grp." denote the announcement groups 1 to 4,

Table 9-22 Description of the information on broadcasts

Field/Symbol	**Description**
Display output	Text field to show the display text that is output to all subscribers called in the broadcast.
Window area "Properties"	
Dialing subscribers	Text field that shows the destinations that were called.
Started with high priority	If this box is checked the broadcast has a high priority, i.e. all active and ongoing broadcasts, conferences and call profiles that do not have high priority were automatically ended when this broadcast was activated. A broadcast of this type cannot be ended by any other high priority application.
Apply CorNet-N(Q)® features	If you select this checkbox, you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release. These performance features are only available within the CorNet network.
Monitoring subscribers	If this box is checked subscribers that go into consultation call are immediately released (confidential calls).
Confirmation by keystroke within connection	If this box is checked all reaches subscribers are requested to confirm acceptance of the call by pressing any key on their telephone display. This makes sure that no call ends that actually reached an answering machine will be counted as "Subscriber has been successfully reached".

Table 9-22 Description of the information on broadcasts

9.9.6 Cancel a broadcast

The window for monitoring the broadcasts can also be used to cancel currently active broadcasts. This also applies if the broadcasts were started from a telephone, via contact or via data interface.

Follow the below instructions to to cancel a broadcast:

No.	Step
1.	Open the window for monitoring the broadcast that you want to cancel (Section 9.9.5, "Monitor broadcasts").
2.	Click on **Cancel** in the window for monitoring the broadcasts.
3.	Confirm the prompt with **Yes**. The active broadcast will be canceled. Any connections to subscribers that have already been built up are released by DAKS.

Table 9-23 Cancel a broadcast

9.10 Behavior of the DAKS server during broadcasts

The below section describes the behavior of the DAKS server during broadcasts. In addition to the system's routine behavior, this sections describes in detail special examples of application that shall enable you to precisely plan your own broadcasts.

9.10.1 Routine DAKS behavior

If no announcement is assigned or recorded DAKS will play a long tone, instead.

In all types of subscriber alarming, DAKS will always start by sending the single-line numeric and alphanumeric display message in keeping with the broadcast's display settings (Section 9.7, "Administrate broadcast groups").

DAKS triggers a forward connection:

- after expiry of the specified time in keeping with the broadcast parameters, or the number of playback cycles:
  – if needed, after a delay of 8 sec. if still waiting for input
  – for multiline display messages at the earliest after 30 sec.
- at the earliest after 30 sec. for multiline display messages after playback of the "confirmed positive" or "confirmed negative" announcement.

For multiline messages (only in the CorNet network):

- You can scroll by using the star **"*"** and hash **"#"** key:
  – if PIN input is requested after input of the PIN,
  – or in all other cases during the entire seizure period
- You can press the star "*****" or hash "#" key (i.e. scroll) to have the maximum time until forward triggering:
  – set to 30 sec., if the time must be less than 30 sec.,
  – remain unchanged, if the time must be greater or equal to 30 sec.

For PIN entries:

- You can delete incorrect PIN entries with the star "*" key; this will delete the entire entry made so far
- Stops the respective playback when the first digit is received
- If the PIN entry is incorrect or the timeout for the entry is reached, a five-fold error tone will resound and DAKS will jump right back to the initial input request, that is to say you will again hear the announcement and see the display message requesting entry of the PIN, or "PIN?")
- If the maximum "Interdigit time" of 8 sec. is exceeded, DAKS will count the PIN entry as incorrect
- After the third incorrect PIN entry, the connection will be cut by DAKS.

9.10.2 Default subscriber alerting without PIN confirmation

The below table lists the different states subscribers can have when alerted by the system without PIN confirmation requested.

A differentiation is made between:

- A = without additional prompts
- B = Confirmation by subscriber releasing connection
- C = Confirmation by keystroke within connection
- D = Confirmation by pressing keys 0/1 (for negative/positive)
- D = "Wrong person" confirmation also possible by pressing keys 0/1/3 (for negative/positive/wrong person)

Playback	A and B	Broadcast announcement, several times if necessary
	C	Broadcast announcement + announcement requesting to press a numeric key (several times if necessary); playback if pressing key 0...9: playback and display output "confirmed positive"
	D	Broadcast announcement + announcement requesting positive/negative confirmation (several times if necessary); playback after pressing key 0 or 1 and display of "confirmed positive" or "confirmed negative"
	E	Broadcast announcement + announcement requesting positive/negative confirmation (several times if necessary); playback after pressing key 0, 1 or 3 and display of "confirmed positive", "confirmed negative", "wrong person"
Minimum listening condition not fulfilled	A and B	in keeping with the broadcast parameters (time or cycles)
	C, D and E	Backwards disconnect before the broadcast announcement has finished once (1x), unless a key (any) was pressed.
Positive end result	A	Backwards disconnect with minimum listening condition fulfilled or forward triggering
	B	Backwards disconnect with minimum listening condition
	C	Keystroke 0...9
	D, E	Keystroke 1
Negative end result	D	Keystroke 0
	E	Keystroke 0 or 3

Table 9-24 Default subscriber alerting without PIN confirmation

not reached	B C D E	Routinely (Generally): only if the minimum listening condition is twice (2x) not fulfilled Forward triggering No keystroke 0...9 made No keystroke 0/1 made No key stroke 0/1/3 made
Waiting for callback		not available

Table 9-24 Default subscriber alerting without PIN confirmation

9.10.3 Subscriber alarming without PIN confirmation with callback call

This type of subscriber alarming is an expansion of the option "D" described in Section 9.10.2, "Default subscriber alerting without PIN confirmation".

It is only available in combination with specific systems, usually nurse call systems in the health care area, that are connected to DAKS via a nurse call interface (also see DAKS Service Manual).

In addition to confirming positive or negative with "0" or "1", this type of alerting enables called subscribers to switch an actual callback to the caller by pressing "5" or "6".

- Callback calls are initiated:
  - if only one callback destination is enabled (nurse call system or system telephone): by pressing "**5**" or "**6**",
  - if two callback destinations are enabled: by pressing "**5**" for callback to the nurse call system or "**6**" for callback to the system telephone.
- Callbacks can only be made if the below group-specific DAKS settings are made:
  - "Number of subscribers to reach" must be set to "**1**" (sequential or parallel call).
  - The "Terminate on success" checkbox must be marked for parallel calls.
  - It must be possible to confirm negative.
  - The subscriber must confirm in the connection by pressing a key.
- If the callback fails because the destination is busy, could not be reached, failed to accept the call, or because the destination had no authorization to be redialed or because DAKS had no more channels available:
  - the called subscriber is played 5 short tones
  - followed by the renewed broadcast announcement + the relevant request announcement
  - and during this time again be able to choose between "**0**", "**1**", "**5**" and "**6**".

- Once the connection for the callback call is established, the called person, e.g. the alarmed nurse, is given different signaling options to react to the current situation, for example:
  – "Delete call" or
  – "Save call".

To be able to use this function, you can configure DAKS to evaluate special signals made in the callback: none, only the hash "**#**" key, only the number "**1**", the number "**1**" plus the hash key "**#**", and also specify which of these signals shall serve to automatically end the call (see DAKS Service Manual).

If the nurse ends the callback call by going on hook or by pressing a corresponding key (adjustable, see below), DAKS will automatically also release the connection to the called patient.

If the call is ended because the patient hangs up or by the nurse call interface, the connection to the nurse will be retained for another 8 seconds. After that DAKS will release the call. During the 8 seconds the nurse can, if needed, signal by pressing the hash key "#" or "1".

In parallel system dial-up of subscribers, DAKS cancels any parallel calls when the telephone interface is busy, i. e. when the call is through-connected.

Nurse call systems with or without DTMF decoder

In combination with a nurse call interface with a DTMF decoder (typical for "TotalWalther medicall 800"), the DAKS server enables a transparent dialog between the nurse and the nurse call interface during the callback call, including the transfer of keypad signaling from the digital nurse's HiPath terminal to DTMF and the transmission of this information to the nurse call interface.

In a nurse call interface without DTMF decoder or in callbacks to a system telephone, in contrast, the nursing staff signals towards DAKS by keystroke and a corresponding message is subsequently sent via the nurse call interface.

In the "TotalWalther medicall 800", the signaling is currently carried out as below:

- Key "1" signifies "call processed" and no automatic termination is effected.
- Key hash "#" key signifies "terminate" with automatic hang-up on the side of the telephone interface (faster than busy tone detection; no busy tone over the loudspeaker).

9.10.4 Special features of telephone alarming with PIN confirmation

The following table shows the possible states during subscriber alarming with PIN confirmation.

A differentiation is made between:

A = no direct PIN entry, without neutral announcement
B = no direct PIN entry, with neutral announcement
C = direct PIN entry, without neutral announcement, without negative confirmation
D = direct PIN entry, with neutral announcement, without negative confirmation
E = direct PIN entry, without neutral announcement, with negative confirmation
F = direct PIN entry, with neutral announcement, with negative confirmation
G = direct PIN entry, without neutral announcement, with "Wrong person" confirmation
H = direct PIN entry, with neutral announcement, with "Wrong person" confirmation

Playback	A	Broadcast announcement + announcement requesting callback (also more than once, if needed)
	B	Neutral announcement + announcement requesting callback (also more than once, if necessary)
	C	Broadcast announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct entry: playback and display message that the subscriber has "positively confirmed"
	D	Neutral announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct entry: playback and display message that subscriber "confirmed positive"; then playback of the broadcast announcement (also more than once, if needed)
	E	Broadcast announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct PIN entry: 2 x announcement requesting positive or negative confirmation; after pressing of numbers "**0**" or "**1**": playback and display message that the subscriber has "confirmed positive" or "confirmed negative“
	F	Neutral announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct PIN entry: 2x broadcast announcement + announcement requesting positive/negative confirmation; after pressing of numbers "**0**" or "**1**": playback and display message that the subscriber has "confirmed positive" or "confirmed negative"

Table 9-25 Special features of telephone alarming with PIN confirmation

Playback (continued)	G	Broadcast announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct PIN entry: 2x request announcement for positive/negative/wrong person confirmation + after pressing keys "**0**", "**1**" or "**3**": playback and display message that subscriber "confirmed positive", "confirmed negative", or confirmed "wrong person"
	H	Neutral announcement + request to enter PIN (also more than once, if needed); PIN entry possible at any time; after correct PIN entry: 2x request announcement for positive/negative/wrong person confirmation + after pressing keys "0", "1" or "3": playback and display message that subscriber "confirmed positive", "confirmed negative", or confirmed "wrong person"
Minimum listening requirements not met	A and B	Backwards disconnect before the broadcast has been played back once (1x) completely
	C, E and G	Backwards disconnect before the broadcast announcement has been completely played back once (1x), unless a key (any) was pressed.
	D, F and H	Backwards disconnect before the neutral announcement has been completely played back once (1x), unless a key (any) was pressed.
Positive end result	A and B	Only after callback
	C and D	Correct PIN entry
	E, F, G and H	Keystroke "1" after PIN entry

Table 9-25 Special features of telephone alarming with PIN confirmation

Negative end result	A and B	Only after callback if negative confirmation possible
	C and D	There is no negative end result
	E, F, G and H	Keystroke "0" or "3" after PIN entry
not reached		If 2x minimum listening condition not fulfilled
Waiting for call-back	A and B	Backwards disconnect with minimum listening condition fulfilled or forward triggering
	C and D	when no correct PIN entry was made, unless the minimum listening condition was not fulfilled twice (2x)
	C and D	when no correct PIN entry or no positive/negative confirmation was made, unless the minimum listening condition was not fulfilled twice (2x)

Table 9-25 Special features of telephone alarming with PIN confirmation

9.10.5 Special behavior for broadcasts with positioning requests

If the box "Localize initiator's current position" is checked positioning request will always be addressed to the DAKS Positioning Services (DPS) if:

- the alarm is a personal security alarm,
- or the broadcast was initiated from a telephone with CLIP.

The positioning server will transfer the following details to DAKS:

- the text information on the location plus
- the numbers of up to 10 partial announcements stored in DAKS specifying the location.

In a broadcast (and also for its follow-on broadcasts), the partial announcements activated in DAKS by the location server will be attached to the broadcast announcement(s) to form a so-called composed announcement. Please be careful that no more than 16 partial announcements may be interconnected in DAKS to form a composed announcement, that is to say the system will discard any activated partial announcement beyond this number.

The maximum wait time for a location result is 30 seconds. If no location tracking results are obtained during this time, an alarm will be launched without positioning request.

For a broadcast (and also for a follow-up broadcast), the text information received by the location server on the location will be preceded by the following details:

- the phone number of the initiator or distressed person
- a colon
- the name of the initiator or distressed person
- a line break

For broadcasts you can also specify that you want DAKS to continue with the cyclical positioning of the initiator (approx. every 30 sec) and to transmit the computed results to a reached member.

9.11 Operate broadcasts over the phone

This section shows you how to operate and use broadcasts over the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" that is used here is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

If no system announcements (e. g. "Please enter your PIN") are available or assigned DAKS will play a long tone instead.

Please bear in mind that you must have the pertinent administrative and operative rights and a PIN to use the call profiles from a telephone.

9.11.1 Start broadcasts from a system telephone, extended dialog

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch via DIGITE, extended dialog", e.g.: "800 **30**".
DAKS BROADCAST LAUNCH BDC PIN?	
	Enter your PIN.
DAKS BROADCAST GROUP ID ?	
	Enter the ID of the broadcast group you want to use.
<Group description> INPUT OK? *=YES	
	Press the star "*****" key to confirm your entry, or press any other key to return to the group ID request.
<Group description> MSG ID? *=GRP PL	
	Enter either an announcement ID (1 to 4 digits), or press the "*" star key to select GRP-PL (in keeping with group plan).
<Announcement INPUT OK? *=YES	If you entered an announcement ID, this dialog will be output on your display.
MSG ACC. GRP. PLAN INPUT OK? *=YES	If you selected GRP-PL, this dialog will be output on your display.
	In either case, confirm your entry with the star "*****" key or press any other key to return to the announcement ID request.
	Continued on next page.

<Group description>
LAUNCH BDC? *=YES

Start the broadcast by pressing the star "*" key or press any other key to return to the announcement ID request.

BDC LAUNCHED
SUB OK/ALL uuuu/nnnn

uuuu = reached subscribers
nnnn = total number of subscribers

BDC TERMINATED
SUB OK/ALL uuuu/nnnn

Once the broadcast is terminated, a 5-tone sequence will re-sound.
A backwards disconnect will take place after 1 min.

9.11.2 Start broadcasts from a system telephone, short dialog

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch via DIGITE, short dialog" + PIN + group ID, e.g.: "800 **31** 4321 11".
<Group description> LAUNCH BDC? *=YES	If initiation is currently possible and the respective user authorization is granted, otherwise busy signal.
	Start the broadcast by pressing the star "*****" key or press any other key to return to the announcement ID request.
BDC LAUNCHED SUB OK/ALL uuuu/nnnn	uuuu = reached subscribers nnnn = total number of subscribers
BDC TERMINATED SUB OK/ALL uuuu/nnnn	Once the broadcast is terminated, a 5-tone sequence will resound. A backwards disconnect will take place after 1 min.

9.11.3 Start broadcasts over the phone, in a dialog with PIN entry at the end

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch in a dialog with PIN at the end", e.g.: "800 **394**".
GROUP ID ?	
	Enter the ID of the broadcast group you want to use.
ANNOUNCEMENT ID ?	
	Enter either an announcement ID (1 to 4 digits), or press the "*" star key to select GRP-PL (in keeping with group plan).
LAUNCH BDC PIN?	
	Enter your PIN.
SUB OK/ALL uuuu/nnnn	uuuu = reached subscribers nnnn = total number of subscribers
	After the broadcast end, trigger backward disconnect.

9.11.4 Start broadcasts from any telephone

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch from any terminal" + PIN + group ID, e.g.: "800 **32** 4321 11".
	Standard broadcast announcement if initiation is currently possible and the respective user authorization is granted, otherwise busy signal.. After end of the broadcast: Busy signal repeated every 8 sec., backwards disconnect after 30 sec.

9.11.5 Start broadcasts in a dialog (PIN, ID and announcement)

During the dialog, use the star "*****" key to:

- correct any incorrect input (maximum three times, 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch with dialog", e.g.: "800 **36**".
LAUNCH BDC PIN?	request to enter PIN [1]
	Enter your PIN.
GROUP ID ?	Request to enter the group ID [1]
	Enter the broadcast ID.
ANNOUNCEMENT ID ?	Announcement ID entry request [1]
	Press the hash"#" key to use the standard announcement or enter an announcement ID.
BDC LAUNCHED SUB OK/ALL uuuu/nnnn	uuuu = reached subscribers nnnn = total number of subscribers
BDC TERMINATED SUB OK/ALL uuuu/nnnn	Launch broadcast start with selected announcement 2) Once the broadcast is terminated, a 5-tone sequence will re-sound. A backwards disconnect will take place after 1 min.

[1] If no pertinent request announcements are recorded DAKS will play tones, instead (Section 9.6, "Define broadcast parameters").

[2] Only if initiation is currently possible and the corresponding user authorization has been granted; otherwise busy signal.

9.11.6 Start broadcasts in a dialog (ID, announcement and PIN)

This dialthru codes sets off a broadcast with the same options as above in Section 9.11.5, "Start broadcasts in a dialog (PIN, ID and announcement)", but with the order of the query of the broadcast ID and the PIN of the broadcast members inverted.

During the dialog, use the star "*****" key to:

- correct any incorrect input (maximum three times, 3x), i.e. the entire input made so far will be deleted, or
- jump back to the previous input if you have not yet made an entry.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasting - Launch with dialog", e.g.: "800 **394**".
GROUP ID ?	Request to enter the group ID [1]
	Enter the broadcast ID.
ANNOUNCEMENT ID ?	Announcement ID entry request [1]
	Press the hash"#" key to use the standard announcement or enter an announcement ID.
LAUNCH BDC PIN?	request to enter PIN [1]
	Enter your PIN.
BDC LAUNCHED SUB OK/ALL uuuu/nnnn	uuuu = reached subscribers nnnn = total number of subscribers
BDC TERMINATED SUB OK/ALL uuuu/nnnn	Launch broadcast start with selected announcement 2) Once the broadcast is terminated, a 5-tone sequence will re-sound. A backwards disconnect will take place after 1 min.

[1] If no pertinent request announcements are recorded DAKS will play tones, instead (Section 9.6, "Define broadcast parameters").

[2] Only if initiation is currently possible and the corresponding user authorization has been granted; otherwise busy signal.

9.11.7 Start broadcasts with ad hoc announcement

This function is only available in conjunction with ad hoc announcements.

DAKS only uses ad hoc announcements that:

- have an identifier and that
- are not momentarily being used in other places.

Should another subscriber be presently recording an ad hoc announcement, he will delay both the announcement "Request to record ad hoc announcement" and the idle tone.

Proceed as follows:

Step by step	
	Enter the DAKS call number + Dialthru code for "Broadcasting - Launch with ad hoc announcement" + PIN + Group ID, e.g.: "800 **393** 4321 11".
<ID GROUP>	Display text to initiator according to group plan.
	Announcement "Request to record ad hoc announcement." 3 short tones signal the start of the recording.
RECORD *BDCSTRT	Record the ad.hoc announcement (max. 30 sec.), or hang up to stop the recording.
	5 short tones signal that the recording time was exceeded.
	If you have finished recording your announcement or exceeded the recording time, you must confirm the recording with the star "*" key. If you fail to press the star "*****" key within 5 sec., hang up, or press any other key the action will be canceled.
<ID GROUP>	The broadcast is started with the broadcast announcement and the current announcement sent to the initiator as well as to the called subscribers.

9.11.8 Confirm broadcasts positive or negative by callback with PIN

Proceed as follows:

Step by step	
	Enter the DAKS call number + Dialthru code for "Broadcasting - Positive confirmation with PIN" or "Broadcasting - Negative confirmation with PIN" + PIN, e.g.: "800 33 4321" for positive confirmation, or 800 **34** 4321" for negative confirmation
POSITIVE CONFIRM or NEGATIVE CONFIRM	3-tone sequence. Announcement corresponding to the pos./neg. confirmation, or long tone if this announcement is not available. Broadcast announcement (max. 2 cycles).

9.11.9 Confirm broadcasts by callback with PIN in a dialog

Proceed as follows:

Step by step	
	Enter the DAKS call number + Dialthru code for "Broadcasting - PIN confirmation with dialog" + PIN, e.g.: "800 **35** 4321".
PIN?	Request to enter PIN or long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
	3-tone sequence Broadcast announcement (max. 2 cycles).
1=POS. 0=NEG.	Only if positive/negative confirmation is possible for this group: Request for pos./neg./wrong person confirmation or long tone if this announcement is not available.
	Confirm with either positive "**1**", negative "**0**", or wrong person "**3**"

POSITIVE CONFIRM or NEGATIVE CONFIRM or WRONG PERSON	3-tone sequence. Announcement corresponding to the pos./neg./wrong person confirmation, or long tone if this announcement is not available.

9.11.10 Broadcasts with Completed Message

This type of suffix dialing includes the so-called completed message for a broadcast. Depending on the broadcast parameters, the completed message can be set off from any telephone or only from the telephone of the initiator or the telephone whose number is listed as cost center at the activating input contact, respectively.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasts - Completed Message with PIN or cont. cyclical localization“, e.g.: "800 **398**".
PIN?	Request to enter PIN or long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
COMPLETED	• From a specific telephone: info message confirming receipt of the 'Completed message', or a long tone if this message is not available. • From any telephone: Rejection of the request with 5-tone sequence. Followed by a backward disconnect by DAKS.

9.11.11 Continue cyclical positioning for broadcasts

This type of suffix dialing makes it possible to resume the cyclical positioning of a broadcast when the connection of your terminal to the DAKS-Server was interrupted even though you did not press "9".

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Broadcasts - Completed Message with PIN or cont. cyclical localization“, e.g.: "800 **398**".
PIN?	Request to enter PIN or long tone if this announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
XXX	Current positioning details for the monitored broadcast initiator as display text message and announcement.

9.11.12 Trigger broadcasts from M2 plus

This type of suffix dialing starts a broadcast via the red alarm button of the Gigaset M2 plus.

After the alarm button is pressed, the Gigaset M2 plus handset waits for a confirmation call from the called system and supports 3 options (see below).
If the callback is not received within the time period defined in the Gigaset M2 plus handset (normally 30 sec), the alarm activation will be repeated at least five times from the Gigaset M2 plus handset.

To use this function you need to define the following suffix dialing procedure in the Gigaset M2 plus handset, including, among other settings, the field "Mode" (1...3):

> The DAKS call number + dialthru code for "Broadcasts - Activate from M2 plus“ + PIN + Group ID + Mode,
> e.g.: „800 **397** 4321 11 3“.

When the alarm is set off, DAKS will analyze the received mode and, in the confirmation call-back, transfer the matching CLI (see Section 4.2, "Edit basic parameters").

In return, the Gigaset M2 plus validates the CLI received from DAKS and respond as follows:

- CLI of Mode **1**:
  The Gigaset M2 plus handset recognizes the confirmation call and in doing so stops to repeat the broadcast activation and cuts the connection to DAKS.
- CLI of Mode **2**:
  The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the broadcast activation and activates the microphone of the Gigaset M2 plus.
  In this way, a subscriber reached in the broadcast can, unnoticeable by others, hear all sounds and noises in the area surrounding the alerting subscriber.
- CLI of Mode **3**:
  The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the broadcast activation and activates handsfree set of the Gigaset M2 plus. In this way a member reached in the broadcast can communicate directly with the initiator.

NOTE:

- Please bear in mind that for Mode **2** and Mode **3** DAKS will call back the Gigaset M2 plus handset using the CLI of Mode **1** if the broadcast property "Connect reached member with initiator" (see Section 9.7.1, "Add new and edit existing broadcast groups") was NOT selected.
- In the event DAKS does not receive a call number of the Gigaset M2 plus when the broadcast is started, the system will not be able to send the confirmation call. The broadcast itself, however, will be activated nonetheless.

9.12 Start broadcasts via hardware inputs

Contact-controlled broadcasts can be activated if the DAKS server is equipped with contact inputs that are either connected directly to the DAKS server (up to 16) or fed to the DAKS server via Profibus DP technology (up to 704, expandable).

Contact-specific announcements

When the broadcast is launched DAKS can also play an announcement assigned to this contact and therefore also output a contact-specific display message. If it is always the same subscribers that need to be notified and alerted, e.g. of a malfunction reported via contact, you need only create one broadcast group.

Note that if no announcement is assigned or is available, DAKS will use the broadcast-specific announcement(s).

Evaluation of the contact states

The following can be evaluated for broadcast activation:

- either the active edge of a hardware input, or
- the status of the contact

When a contact is activated, the relevant broadcast will be entered in the list of broadcasts to be started and processed as soon as possible.

Should the contact no longer be active, you can react to this contact state by ending the broadcast early or not starting it at all provided it is still in the list of broadcasts for start.

Subscribers who are momentarily being called because the broadcast is ended early will receive a corresponding announcement and display text.

9.13 Start broadcasts via data interface

DAKS supports protocol interfaces to third-party systems that can be used to activate or remote-control DAKS, e.g. from:

- a call system, e.g. a nurse call system
- a hazard alert system
- a programmable logic controller (PLC)
- a touch screen with a customized user interface (e.g. a company map)
- an emergency response host computer

For a detailed description how to set up the interfaces please see the DAKS Service Manual.

9.14 Result codes in the protocol file

For every broadcast, a result code is either printed out or written in the protocol file for each subscriber (Section 8, "Protocoling and Printouts").

The result code consists of 4 digits and is hexadecimally encoded, that is to say 4 bits each are grouped together to form a hexadecimal number (0...9, A...F).

This code results from the bits that are set as certain event classes occur; the amount within an event class, however, is not considered.

The individual bits signify:

Charac-ters	**Bit no.**	**Value**	**Significance**
1.	15	8	Entire result positive
	14	4	Subscriber reached under alternative phone numbers
	13	2	At least 1x announcement heard and subscriber hung up (or illicitly gone into consultation hold) @ GSM-SMS: Service center report: Message received by subscriber
	12	1	At least 1x announcement heard and connection released by DAKS @ GSM-SMS: Service center report: Message dispatched
2.	11	8	Confirmed positive
	10	4	Message transferred to SMS memory
	9	2	At least 1x not picked up
	8	1	At least 1x line busy
3.	7	8	At least 1x not booked in (mobile subs.)
	6	4	At least 1 x either: hung up early (or illicitly gone into consultation hold), or: subscriber was reached but the heard neutral announcement only
	5	2	Confirmed negative
	4	1	Subscriber logged off

Table 9-26 Result codes for broadcasts

Characters	Bit no.	Value	Significance
4.	3	8	Route busy @ GSM-SMS: No connection established to service center
	2	4	Other problem at build-up of connection (e.g. invalid call number) @ GSM-SMS: Message refused by service center
	1	2	Connection to TC system interrupted @ GSM-SMS: Modem not ready
	0	1	System problem or unspecified negative result

Table 9-26 Result codes for broadcasts

Examples:

Subscriber response	Result code
Announcement received and subscriber hung up; Overall result positive	A000
At least 1x line busy; Reached at the alternative call number; Announcement received and connection released by DAKS Confirmed negative	5120
At least 1x route busy; At least 1x not booked in (mobile subs.); At least 1x hung up early; Subscriber received announcement and has hung up again (assuming that subscriber was prompted to confirm by PIN, overall result not positive)	20C8

Table 9-27 Examples of result code

10 Set up and Activate the Personal Security Function

Overview

This chapter shows you how to configure and activate the Personal Security function to provide protection for your staff.

Content

This chapter covers the following areas:

10.1 Overview of the Personal Security function

10.2 Broadcasts activated via Personal Security

10.3 Interdependence of Personal Security settings

10.4 Summary of the setup and activation of Personal Security

10.5 Edit the Personal Security parameters

10.6 Add and edit Personal Security profiles

10.7 Monitor Personal Security measures in the Operator-Tool

10.8 Operate Personal Security over the phone
- 10.8.1 Activate the Personal Security Function
- 10.8.2 Retrigger call (without current announcement)
- 10.8.3 Retrigger call (with current announcement)

10.9 Activate/deactivate personal security via digital input

10.10 Logging of the Personal Security process

10.1 Overview of the Personal Security function

DAKS makes it possible to protect employees in hazardous work areas and lone workers by placing calls and monitoring the radio link on a cyclical basis.

In the event a monitored user fails to answer a call or the radio link to a monitored handset breaks down, DAKS automatically triggers a broadcast, e.g. after the 2 failed attempts.

At the same time subscribers can reset (retrigger) their monitoring cycle time by calling into the DAKS server themselves.

Define Personal Security for staff members

To tweak DAKS to your individual needs and requirements, the system administrates system-wide Personal Security parameters such as texts, announcements for user-guidance etc.

In addition, you can also specify up to 10 Personal Security profiles individually:

- monitoring over the phone through cyclical calls or by monitoring the radio link to wireless handsets (DECT/WLAN)
- various wait times within the monitoring processes
- additional keystroke confirmations after a surveillance call is received
- broadcasts to be activated in an escalated scenario

Activate the Personal Security function

The protective staff monitoring is activated/deactivated either by the subscriber to be monitored or by a third person, e.g. a supervisor or head of section, if needed with selection of one of up to 10 Personal Security profiles.

Monitored subscribers can record announcements and, if needed, make changes to their message while they are being monitored, e.g. to report that they have moved to a new location. It is this message that becomes or is added to the alarm announcement if the monitored person should fail to respond to a DAKS surveillance call.

Within HiPath networks and in combination with a location server, the current location of a missing subscriber can be computed with the help of the positioning function, making it possible to locate a person when no ad hoc announcement is recorded.

The DAKS server can monitor up to 50 persons simultaneously.

10.2 Broadcasts activated via Personal Security

As soon as a called person is considered missing or distressed DAKS activates a corresponding (assigned) broadcast. These broadcasts run just like any other broadcast, e.g any broadcast started over the telephone.

If the monitoring is activated by hardware inputs and a Personal Security broadcast is initiated, the broadcast is terminated early as soon as the relevant Personal Security is deactivated via contact, including any follow-up broadcast. In both of cases, the subscribers called during the early termination receive a corresponding cancellation message any display text.

If a monitoring announcement is recorded at activation of the Personal Security function, e.g. to record the current location of a monitored person, the message will be appended to the group- or member-specific announcement, provided the latter contains less that 16 components.

10.3 Interdependence of Personal Security settings

In addition to the windows for the administration of the Personal Security function to protect staff at work, there are other windows that also have an effect on this function.

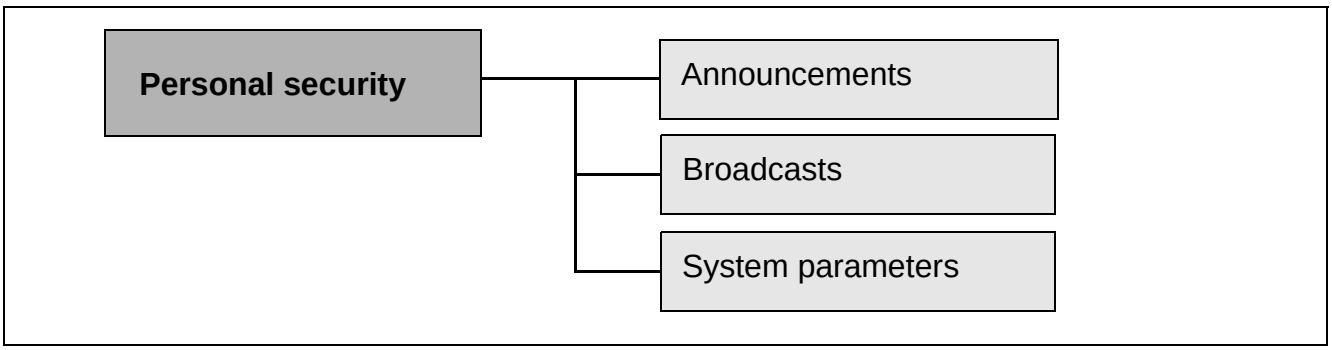


Image 10-1 Dependence of Personal Security settings on other settings

Announcements:
You can assign announcements to the Personal Security function. These announcements must have previously been created and recorded (Chapter 6, "Create and Administrate Announcements").

Broadcasts:
Provided they have already been created, broadcasts can be assigned to the Personal Security processes, if needed with follow-up broadcasts (Section 9.5, "Quick overview to set up and start a broadcast").

System parameters:

- **Clients**
  Personal Security profiles can be assigned to specific client groups. If assigned, they can only be administrated by the members of that client group (Section 4.7, "Set up clients").
- **Dialthru codes**
  Dialthru codes define the combinations of numerals that enable you to operate the Personal Security processes over the telephone (Section 4.5, "Define the Dialthru codes").
- **Time segments**
  In Personal Security measures, the subscribers or destinations are called in keeping with the time segments that have been assigned to them (Section 4.4, "Define time segments").
- **Inputs/Outputs**
  Personal security measures can also be started via hardware inputs (Section 4.10, "Administrate inputs and outputs").

10.4 Summary of the setup and activation of Personal Security

Quick start

The below table gives you a brief overview of the most important steps needed to create and start the Personal Security function, e.g. to protect employees and exposed workers. The different steps are treated in greater detail in the later sections.

To set up and edit Personal Security processes, you must have the corresponding administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 7.5.3, "Administrator rights").

No.	Step	Section
1.	Start the Administrator-Tool and log in.	
2.	Set up the broadcast you want DAKS to activate in the event a monitored person fails to respond.	Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts"
3.	Choose the Personal Security parameters.	Section 10.5, "Edit the Personal Security parameters"
4.	Create the default Personal Security profile.	Section 10.6, "Add and edit Personal Security profiles"
5.	Now test the Personal Security function by activating it over the telephone or via hardware input.	Section 10.8.2, "Retrigger call (without current announcement)"

Table 10-1 Summary of the setup and activation of Personal Security

10.5 Edit the Personal Security parameters

Carry out the following steps to edit the Personal Security parameters:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Select "Personal security" in the tree view. This will open the list with the Personal Security profiles.
3.	In the list window, select entry "Parameters" and click on . This will open the window "Edit personal security parameters".
4.	Now enter the settings in keeping with the field descriptions.
5.	Use the "Common announcements" tab to assign the default announcements in a single step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
6.	Go to the tab "Monitoring announcements" to assign the announcements that shall be used as the current announcement when applying the Personal Security function.
7.	Click **Ok** to save your changes.

Table 10-2 Edit the Personal Security parameters

All required "General announcements " must be first recorded and assigned so that called subscribers can receive and respond to the respective instructions. If no announcements are assigned or recorded DAKS will play a long tone instead.

Description of the fields in the window "Edit personal security parameters"

Field	Description
The tab "General"	
Window area "Global properties"	
Use multiple Personal Security profiles	Use this box to activate the application of multiple Personal Security profiles. If this box is checked, the system will additionally prompt you to enter the corresponding profile when starting a Personal Security measure (Section 10.8, "Operate Personal Security over the phone").
Window area "Display output"	
Text to subscriber	Input field to enter the text you want DAKS to output on the display of the user who activates the monitoring process (max. text length: 20 characters). Please bear in mind that some cordless terminals are only able to output capital letters and do not support any German umlauts. Make sure you take such specific features into consideration when making your entries (default: "DAKS PERS.SEC.").
Window area "Monitor at DAKS-TT Operator-Tool"	
Automatically remove escalated subscribers after	Input field to specify the time after which escalated subscribers will automatically be removed from the list of escalated subscribers in the DAKS-TT Operator-Tool.

Table 10-3 Description of the fields in the window "Edit personal security parameters"

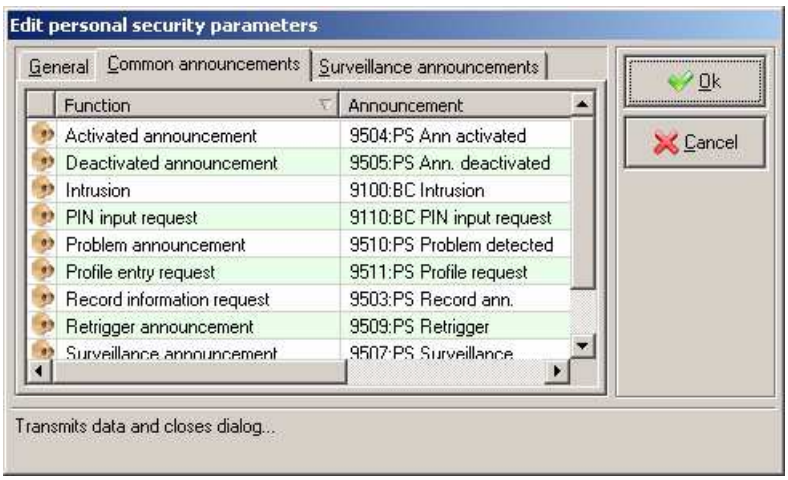
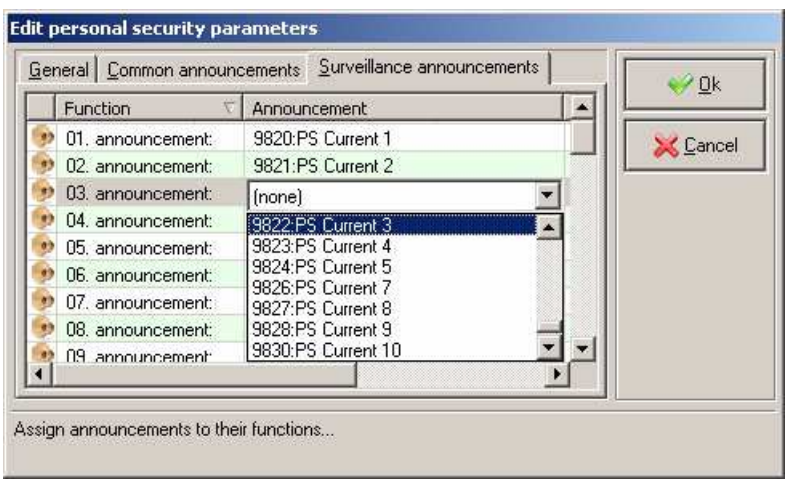
Field	Description
Tab "Common announcements"  	
Selection fields to assign announcements to the Personal Security functions. For a more detailed description of the default announcements that are included in the delivery please see Section 6.7, "Included announcements".	
Tab "Surveillance announcements"  	

Table 10-3 Description of the fields in the window "Edit personal security parameters"

Field	Description
01. announcement to 50. announcement	Use these selection fields to assign up to 50 different monitoring or surveillance announcements that have already been created in DAKS, with the option for the monitored person to then recorded these announcements with the latest details (e.g. to record his present location). If no Personal Security announcements are assigned, DAKS will not use any monitoring announcements during the protective monitoring (Section 10.8.2, "Retrigger call (without current announcement)"). If, however, Personal Security announcements have been assigned DAKS will use them during the protective measure, yet only for as many monitored persons as announcements were assigned (Section 10.8.1, "Activate the Personal Security Function"). For this reason we recommend you always assign sufficient announcements; if not, DAKS will not be able to consistently apply Personal Security announcements during the protective monitoring measures.

Table 10-3 Description of the fields in the window "Edit personal security parameters"

10.6 Add and edit Personal Security profiles

Carry out the following steps to edit the Personal Security profiles:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Select "Personal security" in the tree view. This will open the list with the Personal Security profiles.
3.	Click on the symbol in the menu bar to add a new Personal Security profile (only possible if "Use multiple Personal Security profiles" is enabled in the Personal Security parameters), or select the Personal Security profile you want to edit and click . The window "Edit personal security profile" will pop up.
4.	Now enter the settings in keeping with the field descriptions.
5.	Click **Ok** to save your changes.

Table 10-4 Add and edit a new Personal Security profile

Description of the fields in the window "Edit personal security profile"

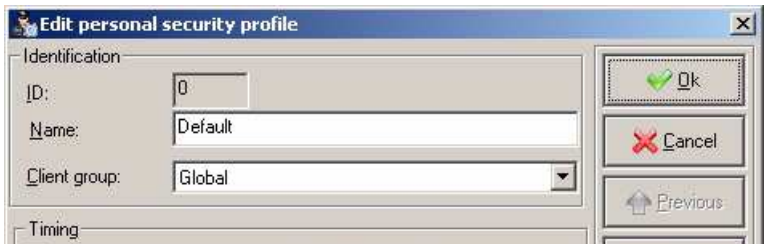
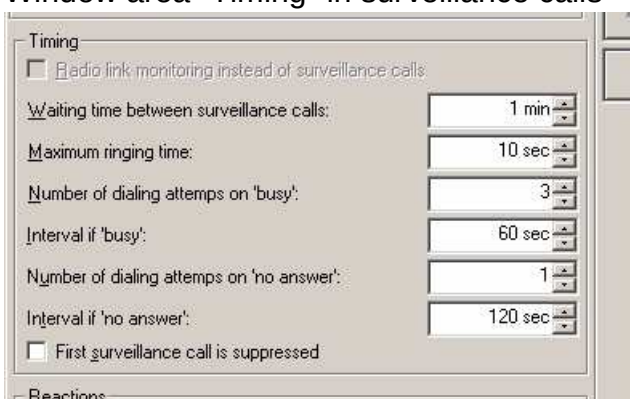
Field	Description
	
Window area "Identification"	
ID	Selection field (when adding a new profile) or display field for the identifier with which the Personal Security profile can be selected (0 to 9). Note that IDs that have already been assigned may not be selected for other new profiles.
Name	Input field to enter a concise name for the Personal Security profile (no more than 20 characters), that will be shown in the tables and list fields.
Client group	Selection field to assign the Personal Security profile to a client group. By default the profile is assigned to the group to whom the administrator who created the profile belongs (Section 4.7, "Set up clients").
"Procedure properties" window area	
Radio link monitoring instead of surveillance calls	If this field is not checked, DAKS will monitor the subscribers by calling them. For a detailed description see below.
Window area "Timing" in surveillance calls 	
Waiting time between surveillance calls	Selection field for the time that the DAKS server lets elapse between two surveillance calls. (default 10 min.)

Table 10-5 Description of the fields in the window "Edit personal security profile"

Field	Description
Maximum ringing time	Selection field to specify the maximum duration of the call signaling per dial attempt. (Default 40 sec.)
Number of dialing attempts on 'busy'	Selection field to specify how often an attempt is made to reach a busy subscriber before a Personal Security alarm is triggered. (Default: 3)
Interval if ’busy’	Selection field to specify the wait time between dial attempts if the line is busy. (Default 60 sec.)
Number of dialing attempts on ’no answer’	This selection field determines how often DAKS will try to reach a subscriber who failed to answer the system's surveillance calls before the system will launch a Personal Security alarm for that staff member. (Default: 1)
Interval if 'no answer'	Selection field to determine the wait time until DAKS will make the next dial attempt if the monitored subscriber cannot be reached. (Default 180 sec.)
First retrigger call is suppressed	Check this field if you want DAKS to suppress the first surveillance call (control call) to the monitored person after the activation of the Personal Security measure. This function is especially helpful for handsets that cannot accept calls but are able to retrigger the monitoring period by placing outgoing calls on in regular intervals (e.g. DECT medallions).

Table 10-5 Description of the fields in the window "Edit personal security profile"

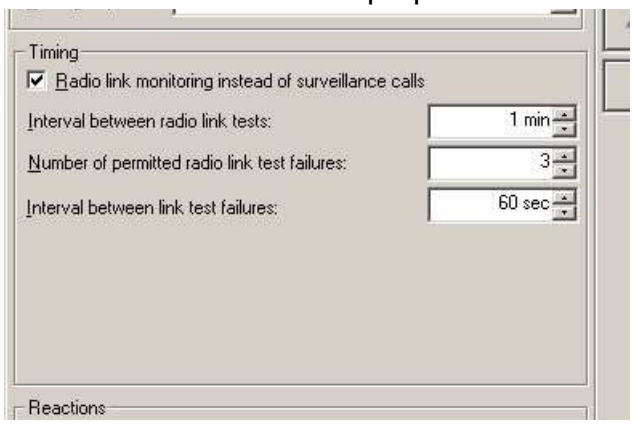
Field	Description
Window area "Procedure properties" for radio links tests 	
Radio link monitoring instead of surveillance calls	If this box is checked, DAKS will place no monitoring or surveillance calls to the selected cordless handsets. Instead, it will verify if the radio link to the handsets is still intact by sending positioning requests. To do so, DAKS will replace the above-mentioned fields with the three following fields. The positioning cycles result from the "Waiting time between two surveillance calls". The failure tolerance for positionings results from the "Number of dialing attempts on 'no answer'" together with the "Interval on 'no answer'".
Interval between radio link tests	Selection field to determine the waiting time between two measuring attempts. (default 10 min.)
Number of permitted radio link failures	This selection field determines how many failed and consecutive radio link tests are tolerated by the system before DAKS launches a Personal Security alarm. (Default: 3).
Interval between link test failures	This selection field determines the waiting time between two test attempts if DAKS detects that one of the tests failed. (Default 60 sec.)
Window area "Reactions"	
Display text from subscriber list	If this box is checked, the system will output the text of the subscriber list, that is to say the name of the distressed user, in a Personal Security alarm.

Table 10-5 Description of the fields in the window "Edit personal security profile"

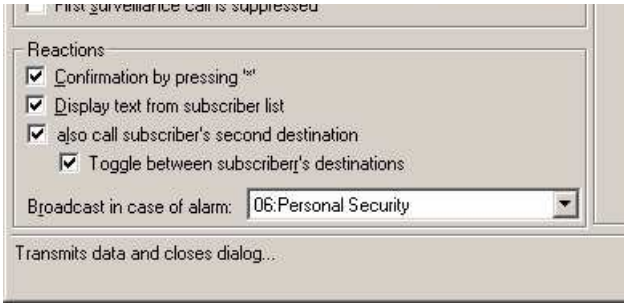
Field	Description
Broadcast in case of alarm	Selection field to define the broadcast that shall be activated in a Personal Security alarm. (Default "none")
Other fields in the window area "Reactions" for surveillance calls 	
Confirmation by pressing '*'	If this box is checked, the call will not be confirmed until the handset is lifted and the user presses the star "*****" key. Note that if you do not check this box, DAKS will consider the call confirmed as soon as it is taken.
also call subscriber's second destination	If this box is ticked the system will also call the second destination (call number) of the subscriber that is being monitored through surveillance calls if the attempts to call his at his first destination fail.
Toggle between subscriber's destinations	If this box is ticked the first and the second destination of the subscriber are called in turn with each new attempt to reach this subscriber, instead of making all dial attempts to one number before trying the next.

Table 10-5 Description of the fields in the window "Edit personal security profile"

10.7 Monitor Personal Security measures in the Operator-Tool

Please bear in mind that you need the pertinent administrator rights as well as a password to follow Personal Security processes at the Operator-Tool.

The Operator-Tool can be used to monitor Personal Security processes, verify if a measure was successfully effected, or cancel a broadcast that was activated in connection with an escalated monitoring process early and by hand.
The operator will only be able to see the Personal Security processes that belong to his own client group, as well as the "global" Personal Security surveillances.

Personal Security processes that are started over the phone or via digital input:

- I n the tree view you will find the entry "Personal security".
  If Personal Security measures are currently active or in the state of escalation, this will be in bold print, if at least one surveillance process monitoring a subscriber has escalated, the entry will be in red.
  In addition, an add-on in the format (x:y) will be appended to the name "Personal security" and indicate, how many entries are currently under "Active surveillances" and thus being monitored (x), and how many subscribers are currently in the state of "Escalated surveillances" (y).
- When open, the entry "Personal security" contains the following two subentries, again with the details:
  - "Active surveillances" with a list with the Personal Security processes that are currently active, and
  - "Escalated surveillances" with a list of previous Personal Security processes that have failed.

10.7.1 Output of Personal Security measures in the Operator-Tool

The ways in which Personal Security processes are output provide a number of important details on the status of the respective process.

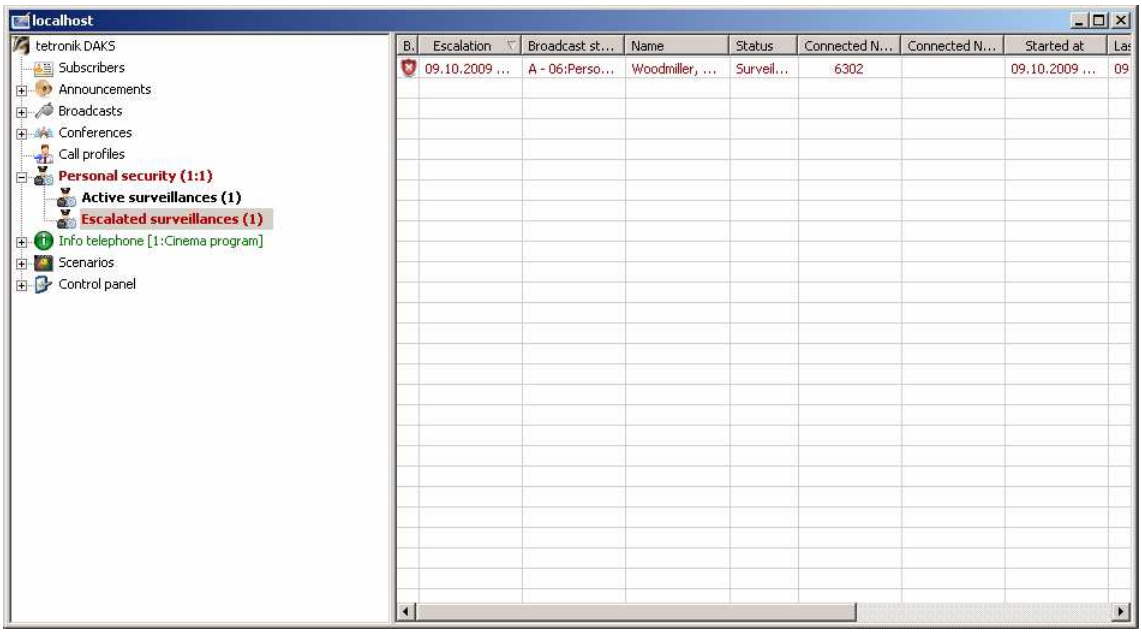
Column/Icon Context menu	**Description**
	
General columns of the list areas "Active surveillances" and "Escalated surveillances"	
Name	Description of the subscriber who is being surveilled, composed of the name fields.
Status	Status of the surveillance process in text form.
Connected PNO	Connected number of the telephone via which the subscriber who is being monitored was last connected. During the preparatory phase this field shows the connected number of the subscriber who started the surveillance process.
Connected name	The name (connected name) of the telephone via which the subscriber who is being surveilled was last connected. During the preparatory phase this field shows the connected name of the subscriber who started the surveillance process.
Last message	The date/time when the surveilled subscriber was last connected with the monitoring process or the date/time of the last successful check of the radio link connection.

Table 10-6 Description of the list areas in the Personal Security window

Column/Icon Context menu	**Description**
Next message	The date/time when the surveilled subscriber will be next called by the Personal Security surveillance process or the date/time of the next check of the radio link connection.
Current Announcement	ID and name of the ad hoc or current announcement used by the surveillance process.
Recorded	The date/time when the ad hoc announcement was recorded last.
Client group	The client group to which the subscriber who started the surveillance process belongs.
General items of the context menu of the Personal Security function	
Play back announcement	Click here to open a window for playback of the current surveillance announcement
Properties	Opens a window with details on the surveillance process monitoring the subscriber (Section 10.7.2, "Detailed output of the surveillance process").
List area "Active surveillances" Shoes all subscribers who are currently being actively surveilled or monitored.	
Other poss. icons for active surveillances	
(No icon)	The surveillance process is currently in preparation.
	The ad hoc announcement for the surveillance process is being recorded.
	The surveillance process is currently inbetween two surveillance calls and in the idle state.
	The surveillance call is active, the monitored subscriber is being called this moment.
	The dial up of the surveilled subscriber detected a busy signal, the surveillance process has returned to the idle state to repeat the surveillance call.
	The subscriber who is currently being surveilled has received the surveillance call and is momentarily listening to a voice announcement.
	The surveilled subscriber has been requested to confirm the call with the star "*" key.
	The surveilled subscriber has failed to confirm the call; if needed the surveillance call will be repeated.
	The surveilled subscriber has confirmed the call; the surveillance process will switch to the idle state.

Table 10-6 Description of the list areas in the Personal Security window

Column/Icon Context menu	**Description**
Other columns in active surveillances	
Started	The date/time when the surveillance process was started.
List area "Escalated surveillances" This list itemizes all subscribers whose surveillances have failed.	
Other icons for escalated surveillances	
	The monitoring process to surveil a subscriber or the check of the radio link connection has failed and and escalation broadcast has been activated, if needed.
Other columns in escalated surveillances	
Escalation	The date/time when the monitoring process to surveil a subscriber has failed and an escalation broadcast was activated, if needed.
Activated broad-cast	The name and ID of the broadcast that was started in response to the es-calation.
Particular context menu items for escalated surveillances	
Delete	Will delete, after a safety inquiry, the selected entry from the list area.

Table 10-6 Description of the list areas in the Personal Security window

10.7.2 Detailed output of the surveillance process

Please follow the below instructions to view the properties of a surveilled or escalated subscriber in the Personal Security function:

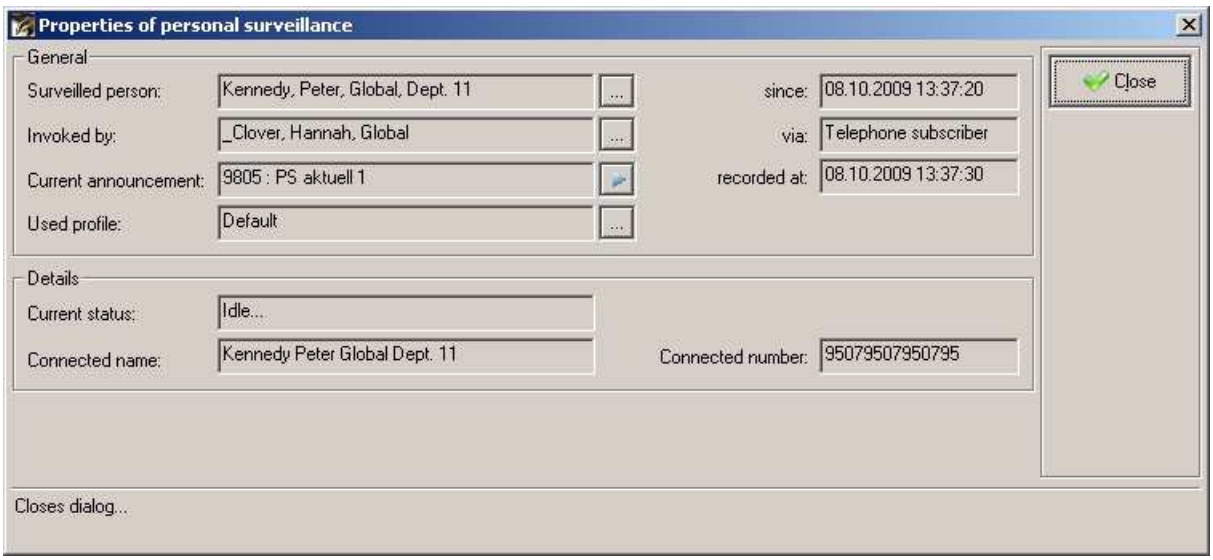
No.	Step
1.	Start the Operator-Tool and log in.
2.	Go to the tree and open "Personal security". This will open the list with the Personal Security profiles.
3.	In the tree view, select either "Active surveillances" or "Escalated surveillances". This will open a list with all surveilled or escalated subscribers.
4.	Select the subscriber whose surveillance details you want to see with the right mouse key.
5.	In the context menu now select the entry "Properties..."
6.	This will open the following window: 
7.	Click one of the buttons [...] to view more details.
8.	Click the button [▶] and select the menu item "Play back announcement" to have the ad hoc announcement that is currently selected played to you for listening.
9.	Now click **Close** to close the window.

Table 10-7 Detailed output of the surveillance process

10.8 Operate Personal Security over the phone

This section shows you how to operate the Personal Security function over the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

If no system announcements (e. g. "Please enter your PIN") are available or assigned DAKS will play a long tone, instead.

Please remember that to activate the Personal Security function over the telephone, you must have the corresponding administrator and operator rights with a PIN.

10.8.1 Activate the Personal Security Function

The below section shows you how to activate/deactivate a Personal Security profile over the telephone.

> Depending on the present state of the Personal Security function, the monitoring of the respective person can be activated or deactivated (toggle).

Provided the Personal Security announcement is already defined and assigned (Section 10.5, "Edit the Personal Security parameters"), the monitoring process is activated with the most recent announcement as recorded at the outset of the monitoring period (e.g. indicating the present location of the monitored person). The Personal Security announcement can be played back for listening through the DAKS-TT Operator-Tool, and in the event of an alarm or emergency situation, it will be appended to the current broadcast announcement.

> If the monitored person hangs up before the start of recording (signaled with a 3-tone sequence), the Personal Security will be activated without any current or ad hoc announcement.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Personal security - Activate/Deactivate", e.g.: "800 **70**".

If "Multiple Personal Security profiles" plus "Profile ID before PINs" are marked:

80070 DAKS PERS.SEC.	Announcement "Request to enter profile PIN" or a long tone if the announcement is not available.
	the ID of the profile that parameterizes the monitoring of the subscriber.

In all cases:

80070 DAKS PERS.SEC.	Announcement "Request to enter PIN" or a long tone if the announcement is not available.
	Enter your PIN, e. g."4321".
	Announcement "Request to enter destination PIN" or a long tone if the announcement is not available.

Enter the PIN of the subscriber for monitoring or press the hash "#" key if you want to activate your own monitoring.

If "Multiple Personal Security profiles" is marked, but "Profile ID before PINs" is **NOT** marked:

80070 DAKS PERS.SEC.

Announcement "Request to enter profile PIN"
or a long tone if the announcement is not available.

the ID of the profile that parameterizes the monitoring of the subscriber.

In all cases:

Announcement "Personal security activated"
or a long tone if the announcement is not available.

If Personal Security announcements are defined and also assigned:

Announcement "Request to record announcement."
or a long tone if the announcement is not available.

3-tone sequence signals start of the recording.

Record your announcement.

If you made a mistake, press the star ***** key to return to the announcement "Request to record announcement".

Continued on next page.

If the memory is full before you finish the recording or if you pressed the hash # key, DAKS will play a long tone to signal the end of the recording.
This is followed by a waiting period of 8 seconds that can be used for a correction of the announcement, if necessary (see next step).

To record the announcement again, be careful to press the star ***** key during this waiting period.

Note that if you fail to press the star ***** key during the waiting period, DAKS will automatically validate the current announcement and start the monitoring process.

In all cases:

DAKS PERS.SEC.	DAKS will call the monitored person as soon as the protection period starts; it is only after this that the predefined monitoring period will begin.

10.8.2 Retrigger call (without current announcement)

A monitored person can reset the specified interval between the surveillance calls by making a call to DAKS, that is to say the monitored person can, if needed, retrigger this time, for example if he too busy to interrupt his job for a while and is therefore unable to confirm a surveillance call received from DAKS.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Personal security - Retrigger call", e. g.: "800 **71**".
80071 DAKS PERS.SEC.	Announcement "Request to enter PIN" or a long tone if the announcement is not available.
	Enter your PIN, e. g."4321".
	"Retrigger announcement" or a long tone if the announcement is not available.
	The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Waiting time between two surveillance calls" will start again from the beginning.

10.8.3 Retrigger call (with current announcement)

Provided monitoring announcements have already been defined and assigned, a retrigger call can also be used to re-record a current or ad hoc announcement (for example to record that the monitored person is now working at another work station).

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Personal security - Retrigger call", e. g.: "800 **71**".
80071 DAKS PERS.SEC.	Announcement "Request to enter PIN" or a long tone if the announcement is not available.

Enter your PIN,
e. g."4321".

"Retrigger announcement"
or a long tone if the announcement is not available.

Press the star "*****" key within 8 seconds to record a current announcement.

3-tone sequence signals start of the recording.

Record your announcement.

Now press "Disconnect" or hang up. DAKS will now start the monitoring.

If the memory is full before you finish the recording or if you pressed the hash "**#**" key, DAKS will play a long tone to signal the end of the recording.

The monitoring or surveillance time that has already expired will be reset and the selected interval for the "Waiting time between two surveillance calls" will start again from the beginning.

10.9 Activate/deactivate personal security via digital input

Personal security measures can also be activated and deactivated via hardware inputs (Section 4.10.1, "Configure Profibus® inputs" and Section 4.10.3, "Configure optocoupler inputs").

To activate Personal Security via a hardware input, the pertinent input must be assigned the function "Personal security" together with a subscriber for monitoring that needs to be selected from the subscriber list.

Note that if the Personal Security is started via a hardware input, no monitoring announcement with the latest details, e.g. the current location of the monitored person, can be recorded.

10.10 Logging of the Personal Security process

In Personal Security, DAKS operates just like in any other application. It logs the start and end of every activity and to a large extent identifies and logs all events (Chapter 8, "Protocoling and Printouts").

DAKS outputs the events related to Personal Security via the printer/debug interface in the following format:

- Date and time (default format)
- PSC:
- Process number 1..6 + space
- Printer text 70..74 + space
- Subscriber text of the monitored subscriber
- for incoming seizures the "calling number"
- for outgoing seizures the "called number"

11 Set Up, Convene and Moderate Conferences

Overview

This chapter shows you how to set up, administrate, convene, and moderate conferences. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.

Content

This chapter covers the following areas:

11.1 Overview of conferences

11.2 Dependence of conference settings on other settings

11.3 DAKS conference masters and operators

- 11.3.1 Masters in DAKS conferences
- 11.3.2 Operators in DAKS conferences

11.4 Examples of conferences

- 11.4.1 Individual Meet-Me Conferences
- 11.4.2 ChatRoom (conferences opened by first and ended by last conferee)
- 11.4.3 Meet-Me Conference with access control
- 11.4.4 Conference with parallel dialing of subscribers
- 11.4.5 Emergency conference

11.5 Quick overview to set up and start a conference

11.6 Set the conference parameters

11.7 Conference group administration

- 11.7.1 Add and edit new conference groups
- 11.7.2 Delete a conference group
- 11.7.3 Edit and delete conference references

11.8 Administrate conferees

- 11.8.1 Add a new conferee
- 11.8.2 Edit existing conferees
- 11.8.3 Delete conferees

11.9 Operate conferences with the Operator-Tool

- 11.9.1 Set up conferences
- 11.9.2 Monitor conferences
- 11.9.3 Moderate and end conferences
- 11.9.4 Add listed subscribers ad hoc to a conference
- 11.9.5 Add unlisted subscribers ad hoc to a conference
- 11.9.6 Extend an ongoing conference with the Operator-Tool

11.10 Operate conferences over the phone

- 11.10.1 Convene or join conferences
- 11.10.2 Join active conferences from A to L (Operator)
- 11.10.3 Convene or join conferences with a dialog
- 11.10.4 Extend active conferences A...L (Operator))
- 11.10.5 Add conferees ad hoc over the phone
- 11.10.6 Delete ad hoc subscribers over the phone
- 11.10.7 Mute function
- 11.10.8 Convene conferences from M2 plus

11.11 Convene conferences via digital inputs

11.1 Overview of conferences

The application "Emergency and High Performance conferences" supports a wide range of conference types with variable security settings, e. g.:

- "ChatRooms" into which any subscriber can dial in without restriction or access control
- "Meet-me conferences" with dial-in from outside and access control, activated and controlled by the conference owner
- "Ad hoc conferences" with dialing in new conferees on the fly
- "Preset conferences", especially Emergency conferences, where predefined subscribers can be called at the touch of a button
- "Progressive conferences" where additional subscribers can be called into a running conference

DAKS supports up to 20 active conferences simultaneously.

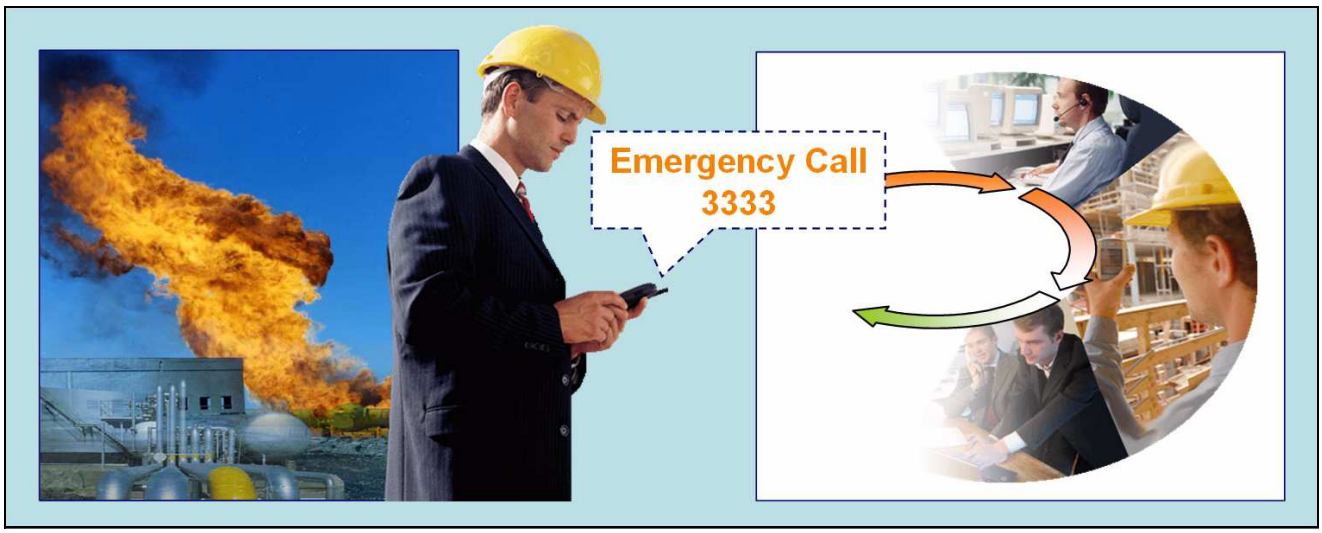


Image 11-1 Diagram of an Emergency conference

Define Conferences

To tweak the system to the specific needs and requirements of your business, the DAKS server administrates various system-wide conference parameters such as times, announcements etc.

What is more, each of the up to 1000 conference groups can, for example, be assigned the following parameters on an individual basis:

- The conference description, output on the telephone display, e. g. "Editorial Conference"
- The conference convenor and entry announcement.
- Up to 60 conferees with individual authorizations, entry conditions and start status (e. g. at first in a parked position)
- High priority, urgent or low priority
- With triggering of alarm functions, e. g. emergency call, call override, etc.
- Access and ID codes to:
  – convene conferences over the phone
  – dial in for active conference participation
  – dial in for passive conference participation (listening only)
- The control mode and documentation via PC
- The maximum length of the entire conference and of the participation of the conferees in the conference
- The operator functions supported over the telephone
- The type of display information output during the conference
- The audio input and output to be used (e. g. to play music or record the conference)

With the help of these and other parameters, DAKS can be implemented in a wide range of powerful conference scenarios.

Set up conferences

Conferences can be convened:

- via the Operator-Tool
- over any internal or external telephone
- via digital inputs
- time-controlled via PC (once, daily, or only on specific days of the week only)

Timing of conferences

Conferees are either dialed automatically by the system, dial into conferences themselves or are switched into conferences. In HiPath networks, DAKS uses CorNet-specific performance features ranging from different display messages to emergency call signaling or forced release.

Conferees can be restricted to listen only, granted speaking time (the floor), or accorded special master or operator functions.

Conferences can be realized from entirely open with general access to completely confidential. For confidential conferences PINs, call numbers and connection states are, for example, verified to avid unauthorized entry and participation.

DAKS also provides the option to mute the microphones of system telephones. This allows microphones to be temporarily switched off in loud environments so that the conference is not disturbed by background noise.

Application scenario of an emergency conference

If the emergency call number is dialed from any telephone, DAKS activates a conference, alerts for example the fire service, works security and company doctor, and connects all of them to a conference call together with the initiator of the emergency call.
In this context, the following performance features deserve special emphasis:

- Output of the phone number of the initiator of the emergency call with location details to the alerted subscribers
- Reassurance announcement played to the caller and notification announcement played to the alerted conference members
- Uninterrupted continuation of the conference call, even if the emergency caller goes on hook (hangs up) early
- If several emergency calls occur at the same time:
  – either activation of substitute conferences
  – or automatic switching of additional callers into the already active conference

Application scenario of operator-supported conferences

Operators can control up to 20 conferences from their PCs with the states of the conferences output in separate windows. Operators can:

- convene and end conferences
- request or hand over the moderation of the conference
- grant or withdraw conferees the right to speak (the floor) and park or remove conferees from the conference
- select conferees directly from the subscriber list or enter and dial ad hoc call numbers

- switch themselves into conferences or switch conferees into the conferences

Special functions for special services

DAKS supports "MLPP" and "Closed User Groups" for military services.

For implementation in the area of stock exchange market and banking industry, DAKS offers the following functions:

- Broadcast conferences:
  Here, the initiator can hear and address all conferees while they are unable to hear one another.
- Conference nodes:
  Here, DAKS switches local conferences world-wide to form a global conference. In the event the connection should be lost, DAKS will attempt to reconnect immediately.
- Privacy feature:
  Here, conferees can switch to a confidentiality mode with certain other members of a conference.

11.2 Dependence of conference settings on other settings

Apart from the fields used to administrate conferences, there are fields in other windows that also have repercussions on the conferences.

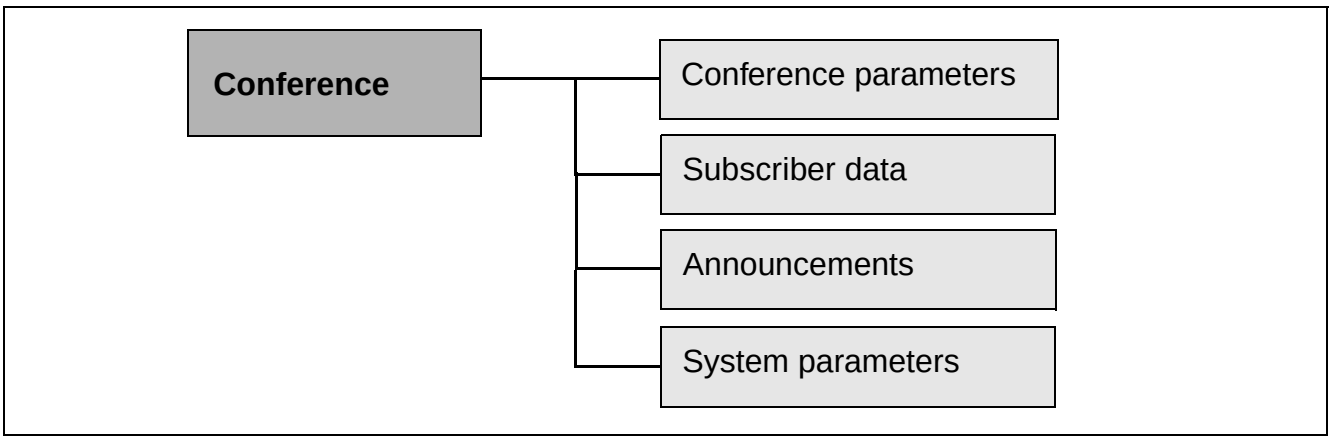


Image 11-2 Dependence of conference settings on other settings

Conference parameters:
Conference parameters determine the basic settings for all conferences (Section 11.6, "Set the conference parameters").

Subscribers:
Each conference is assigned subscribers in advance (Chapter 7, "Create and Administrate Subscribers") or subscribers can be added later to the ongoing conference on an ad hoc basis (Section 11.9.4, "Add listed subscribers ad hoc to a conference").

Announcements:
Conferences can be assigned announcements, for example requesting subscribers to identify themselves by PIN. These announcements must have previously been created and recorded (Chapter 6, "Create and Administrate Announcements").

System parameters:

- **Time zones**
  In the broadcasts the subscribers (destinations) are dialed in keeping with the time zones to which they are assigned (Section 4.4, "Define time segments").
- **Clients groups**
  Conferences can be assigned client groups. If so, these conferences can only be administrated and convened by the members of the corresponding client group (Section 4.7, "Set up clients").
- **Dialthru codes**
  Dialthru codes define the key combinations that can be used to convene and enter conferences (Section 4.5, "Define the Dialthru codes").

- **Connection types**
  Connection types determine the possible routes, e.g. internal, external (Section 4.3, "Set up connection types").
- **Basic parameters**
  The basic parameters is where the tie trunk codes (digital trunks) of the DAKS server and the total number of available internal and external channels are stored (Section 4.2, "Edit basic parameters").
- **Output texts**
  Output texts define how the user guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling (Section 4.12, "Specify output captions").
- **Digital I/O**
  Conferences can be initiated by digital inputs. At the same time, you can use optocoupler outputs to switch, for example, control lamps to signal all active conferences (Section 4.10, "Administrate inputs and outputs").
- **Audio outputs**
  Audio outputs can output the mixed summed conference signal to external equipment, e. g. to recorders (Section 4.11, "Assign audio outputs").

11.3 DAKS conference masters and operators

11.3.1 Masters in DAKS conferences

DAKS conferences recognize conferees with so-called ’master status’. The master status corresponds roughly to a conference manager in a traditional meeting. In DAKS, the master status is defined as follows:

- Every conference has at least one master.
- The number of masters in a conference is unlimited, i. e. all conferees can have master status.
- Conferences only become active, i. e. the conferees are only through-connected, when at least 1 master has actively entered into and joined the conference.
- A conference remains active until it either ends due to time limit (time-out), or because its last master has left.
- Predefines subscribers can be assigned the Master status.
- If there are no predefined masters in a conference, the person to convene the conference becomes master.
- If a conference is started from the Operator-Tool without any predefined masters, the Operator-Tool is master (without voice connection).
- The first active master who enters a conference can extend the conference by entering the ad hoc call numbers, provided this feature was enabled ("Progressive conferences").

If several masters are present and active in a conference, the first master that is recognized by DAKS can, in certain cases, use special functions during the conference. In this Manual, all masters with this standing are called "first masters".

11.3.2 Operators in DAKS conferences

DAKS conferences recognize dial-in subscribers with so-called ‘Operator status’. Operators are authorized to

- always participate actively in the conference,
- leave the conference at any time by entering ***1#**,
- leave and in doing so end the conference by entering ***0#**,
- extend the conference ad hoc by entering call numbers if this feature is enabled ("Progressive conferences").

A dial-in subscriber is given operator status when he enters the conference using a dialthru code with operator features. For an operator to enter into an ongoing conference there must be at least one seat vacant and designated for a "non-predefined conferee".

11.4 Examples of conferences

With DAKS you can realize even the most complex conference structures. The below examples are designed to exemplify the many ways in which the application can be put to practice:

- Individual Meet-Me Conferences
- ChatRoom (the first conferee opens the conference, the last ends the conference)
- Meet-Me Conference with access control
- Conference with parallel dialing of subscribers
- Emergency conference

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

11.4.1 Individual Meet-Me Conferences

Requirements:
Create a conference for staff who work in the field and enable these members to call in at a certain time (e. g. Sales Conference every on Mondays at 9:00 a. m.). The conference will be activated by the group or section manager regularly over the phone or via the Operator-Tool . The DAKS server will be in charge of the conference administration. As the members will call in themselves, no connection costs will be generated on the side of DAKS.

Answer:
Follow the instructions below to set up a Meet-Me Conference:

No.	Step	Section
1.	Make sure that the standard announcements are correctly assigned for conferences.	Section 11.6, "Set the conference parameters"
2.	Add a new conference group and assign a name, e. g. "Meet-Me Conference".	Section 11.7.1, "Add and edit new conference groups"
3.	Now open the window area "Start via telephone" and assign an ID to the conference group that shall be used to start the conference, e. g.„21“.	Section 11.7.1, "Add and edit new conference groups"
4.	In the window area "Access for active participation" go to the tab "Dialing in/out" and assign an ID, e. g. "22".	Section 11.7.1, "Add and edit new conference groups"
5.	Next, open the window "On entry of subscribers" and use the tab "Dialing in/out" to define the "Maximum number of conferees not predefined in group". Please bear in mind that no subscribers in excess of this number can partake in this conference.	Section 11.7.1, "Add and edit new conference groups"
6.	If required, assign welcome announcements to the conference group in the tab "Announcements", e. g. the generic announcements included in the delivery.	Section 11.7.1, "Add and edit new conference groups"
7.	In the window area "moderating via PC" check all fields of the "Display" to be able to monitor the conference from the Operator-Tool.	Section 11.7.1, "Add and edit new conference groups"
8.	Start the Operator-Tool to monitor the conference.	Section 11.9, "Operate conferences with the Operator-Tool"

Table 11-1 Individual Meet-Me Conferences

No.	Step	Section
9.	Start the conference over the phone (e. g. ID 21).	Section 11.10.1, "Convene or join conferences"
10.	Dial in from another phone to participate actively in the conference (e.g. ID 22), and verify that it works correctly.	Section 11.10.1, "Convene or join conferences"
11.	If the conference was convened over the phone, it should end as soon as the initiator leaves. Consequently, DAKS will disconnect all other conferees.	
12.	Inform your group/division manager of the access number to start the conference and send the dial-in number to the above-mentioned field service staff.	

Table 11-1 Individual Meet-Me Conferences

11.4.2 ChatRoom (conferences opened by first and ended by last conferee)

Requirements:
A ChatRoom is a Meet-Me Conference in which all conferees share the same access number. This is the access number that is needed to start the conference. If the conference is already open and another subscriber dials the access number, DAKS will use a simulated substitute dialing to have the subscriber join the conference instead of letting him run into a busy line. If the conference shall remain active for as long as there are conferees in the ChatRoom, every conferee must have master status.

Solution:
Follow the instructions below to extend and turn the Meet-Me Conference into a ChatRoom:

No.	Step	Section
1.	In the window area "Conference moderating" go to the tab "Dialing in/out" and assign to the "Meet-Me Conference" you have already created a "Simulated substitute dialing", e. g. 4022. 40: Dialthru code for "Start or join conferences". 22: ID code for active conference participation in our example.	Section 11.7.1, "Add and edit new conference groups"
2.	Here, make sure you also check the field "Subs. becomes master" to safeguard that all conferees are given master status.	Section 11.7.1, "Add and edit new conference groups"
3.	Start the Operator-Tool to monitor the conference.	Section 11.9, "Operate conferences with the Operator-Tool"
4.	Start the conference over the phone (e. g. ID 21).	Section 11.10.1, "Convene or join conferences"
5.	Try to restart the conference from another telephone set (e. g. ID 21). You should be automatically switched into the conference.	Section 11.10.1, "Convene or join conferences"
6.	If the conference was started over the phone, it should only end after all conferees have left the conference. Here, the order in which they left the conference has no importance at all.	
7.	Please inform the subscribers only of the access number needed to start the conference.	

Table 11-2 ChatRoom (conferences opened by first and ended by last conferee)

11.4.3 Meet-Me Conference with access control

Requirements:
Here, a Meet-Me Conference shall be extended insofar as to make sure that no unauthorized persons can start or participate in the conference. The initiator and the subscribers must therefore enter their PIN before they can start or participate in the conference. This, however, shall only be enabled from the telephone whose number is the first call number of the subscriber. In this way, you want to restrict the number of potential conferees to those persons who are already on your list of conferees and to whom you have already assigned a PIN.

Answer:
Follow the instructions below to equip your Meet-Me Conference with a protection against unauthorized accesses:

No.	Step	Section
1.	Make sure that everybody who may participate in the conference is properly listed in the subscriber list, has a valid PIN, and is assigned a 1st destination (phone number). Next, please grant all subscribers who shall be in charge of starting conferences the operational right "Start conference".	Section 7.4.1, "Add new and edit existing subscribers"
2.	In the Meet-Me Conference already created, go to the window area "Start over the telephone" and check the fields "PIN required" and "Only from first call number."	Section 11.7.1, "Add and edit new conference groups"
3.	Next, please open the window area "Access for active participation", go to tab "Dialing in/out" and check the fields "PIN required" and "Only from first phone number."	Section 11.7.1, "Add and edit new conference groups"
4.	Start the Operator-Tool to monitor the conference.	Section 11.9, "Operate conferences with the Operator-Tool"
5.	Convene the conference using the phone number that is entered as 1st destination and extend the dial-in by adding the subscriber's PIN. Then repeat the test from any other telephone using the same PIN. The attempt to start the conference should be rejected and you should run into a busy signal.	Section 11.10.1, "Convene or join conferences"

Table 11-3 Meet-Me Conference with access control

No.	Step	Section
6.	Enter the conference with another subscriber using the same ID (e. g. 21). For this purpose, you must extend the dial-in by adding the PIN of the subscriber. Then repeat the test from any other telephone using the same PIN. The attempt to join the conference should be rejected and you should run into a busy signal.	Section 11.10.1, "Convene or join conferences"

Table 11-3 Meet-Me Conference with access control

11.4.4 Conference with parallel dialing of subscribers

Requirements:
You want to create a conference where DAKS dials all conferees in parallel at the conference start.

Answer:
Follow the instructions below to set up a conference with parallel dialing:

No.	Step	Section
1.	Make sure that everybody who may participate in the conference is properly listed in the subscriber list. Next, please grant all subscribers who shall be in charge of starting conferences the operational right "Start conference" and assign them a PIN.	Section 7.4.1, "Add new and edit existing subscribers"
2.	Make sure that the standard announcements are correctly assigned for conferences.	Section 11.6, "Set the conference parameters"
3.	Add a new conference group and assign a name, e. g. "Sales conference".	Section 11.7.1, "Add and edit new conference groups"
4.	Now open the window area "Start via telephone" and assign an ID to the conference group that shall be used to start the conference, e. g. "33".	Section 11.7.1, "Add and edit new conference groups"
5.	Go to the window area "Access for active participation", open the tab "Dialing in/out" and tick the box "PIN required"; in the window area "On entry of conferees" set the "Maximum number of conferees not predefined in group" to "(none)".	Section 11.7.1, "Add and edit new conference groups"
6.	If required, assign welcome announcements to the conference group in the tab "Announcements", e. g. the generic announcements included in the delivery.	Section 11.7.1, "Add and edit new conference groups"
7.	In the window area "moderating via PC" check all fields of the "Display" to be able to monitor the conference from the Operator-Tool.	Section 11.7.1, "Add and edit new conference groups"
8.	Assign conferees to the conference who shall take part in it.	Section 11.8.1, "Add a new conferee"

Table 11-4 Conference with parallel dialing of subscribers

No.	Step	Section
9.	Check the following fields in the window "Add new conference member" or "Edit conference member", respectively: • "Member participates actively" in the window area "Properties" • "Member is dialed up at conference start" in the window area "Dial-up" Please note that if these boxes are inactive although checked, you must remove the check from the field "Member is master" first.	Section 11.8.1, "Add a new conferee"
10.	Start the Operator-Tool to monitor the conference.	Section 11.9, "Operate conferences with the Operator-Tool"
11.	Start the conference over the phone (ID 33) or via the Operator-Tool. If the conference is started over the telephone, DAKS dials all conferees apart from the convenor (already in conference). If the conference is started through the Operator-Tool, all conferees are dialed. Accept the calls to join the conference.	Section 11.10.1, "Convene or join conferences" and Section 11.9, "Operate conferences with the Operator-Tool"
12.	Monitor and, if necessary, moderate the conference from the Operator-Tool.	Section 11.9, "Operate conferences with the Operator-Tool"

Table 11-4 Conference with parallel dialing of subscribers

11.4.5 Emergency conference

Requirements:
A conference shall be set up where all conferees are called in parallel. One conferee is master. The conference shall be switched as soon as the master picks up – even if not all conferees have yet been reached. The conference shall also continue after the convenor hangs up. If a second emergency call is convened, DAKS shall convene a substitute or overflow conference.

You can extend the conference later at any time insofar that the activation of the conference is also indicated by a signal lamp or similar device in the control center (Section 4.10.8, "Configure optocoupler outputs").

Answer:
Follow the instructions below to create an Emergency conference:

No.	Step	Section
1.	Set up a conference with parallel dialing. You can also copy the conference from the previous example via drag & drop (with the CTRL key pressed) and then open it for editing.	Section 11.4.4, "Conference with parallel dialing of subscribers"
2.	In the window area "Start via telephone", assign an ID to the conference group that shall be used to start the Emergency conference, e. g. "44", and remove the check from the field "PIN required."	Section 11.7.1, "Add and edit new conference groups"
3.	In the window area "On entry of subscribers" go to the tab "Dialing in/out" and check the field "Waiting position at inactive conference".	Section 11.7.1, "Add and edit new conference groups"
4.	Next, open the window "On entry of subscribers" and use the tab "Dialing in/out" to define the "Maximum number of conferees not predefined in group". Make sure you set this at least to "1" so that the conference can also be initiated by subscribers who were not predefined.	Section 11.7.1, "Add and edit new conference groups”

Table 11-5 Emergency conference

No.	Step	Section
5.	In the window area "Conference moderating" go to the tab "Dialing in/out" and assign to the conference"Simulated substitute dialing", e. g. 4045. 40: Dialthru code for "Start or join conferences". 45: ID for another Emergency conference (substitute/ overflow conference). In this way, DAKS is able to start another Emergency conference in the event of a further emergency call. The caller will not get a busy signal.	Section 11.6, "Set the conference parameters"
6.	Assign a reassuring announcement to the conference group in the "Announcements" tab under "Announcement to dialed..." as well as under "Announcement to dial-in..." (e. g. "You have reached a crisis management group. Please stay on the line, we will deal with you immediately"). Also, please check "Announcement to dialed conference member" to assign a corresponding alert message (e. g. "Emergency, you are now switched to an Emergency conference").	Section 11.7.1, "Add and edit new conference groups"
7.	Assign the conferees who shall be participate in the Emergency Conference.	Section 11.8.1, "Add a new conferee"
8.	Check the following fields in the window "Add new conference member" or "Edit conference member", respectively: • "Member participates actively" in the window area "Properties" • "Member is dialed up at conference start" in the window area "Dial-up"	Section 11.8.1, "Add a new conferee"
9.	Select the conference member to become master (e. g. a rescue control center), and tick for him the box "Member is master" found in the window area "Properties."	Section 11.8.1, "Add a new conferee"
10.	Start the Operator-Tool to monitor the conference.	Section 11.9, "Operate conferences with the Operator-Tool"
11.	Start the conference over the phone (e. g. ID 44).	Section 11.10.1, "Convene or join conferences"

Table 11-5 Emergency conference

No.	Step	Section
12.	Monitor and, if necessary, moderate the conference from the Operator-Tool. Once the conference is convened, all telephones should ring in parallel. The conferees should not be able to confer unless the master has entered into the conference. The conference should remain active even after the convenor or other conferees have left. It is not until the master departs that the conference should be ended and all remaining conferees disconnected.	Section 11.9, "Operate conferences with the Operator-Tool"

Table 11-5 Emergency conference

11.5 Quick overview to set up and start a conference

Quick start

Below you will find a brief overview of the most important steps required to set up and to start conferences. The individual steps will be treated in greater detail in the later sections.

To set up and edit conferences you must have the corresponding administrator rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to carry out these operations (Section 7.5.3, "Administrator rights").

No.	Step	Section
1.	Start the Administrator-Tool and log in.	
2.	Set up all conferees who need to participate in the conferences.	Section 7.4.1, "Add new and edit existing subscribers"
3.	If necessary, change the conference parameters.	Section 11.6, "Set the conference parameters"
4.	Add a conference group.	Section 11.7, "Conference group administration"
5.	Add conferees to the conference.	Section 11.8, "Administrate conferees"
6.	Start the conference through the Operator-Tool, over the phone, or via input contact.	Section 11.9, "Operate conferences with the Operator-Tool", Section 11.10, "Operate conferences over the phone"

Table 11-6 Set up and start a conference

11.6 Set the conference parameters

Follow the instructions below to edit conference parameters:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Select "Conference" in the tree view. All available conference groups are output in the list window.
3.	Select the entry "<Parameters>" in the list window and click The "Edit conferee" window will pop up.
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Use the "Announcements" tab to assign all standard announcements in one step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
6.	Click **Ok** to save your changes.

Table 11-7 Set the conference parameters

Description of the fields in the window "Edit conference parameters"

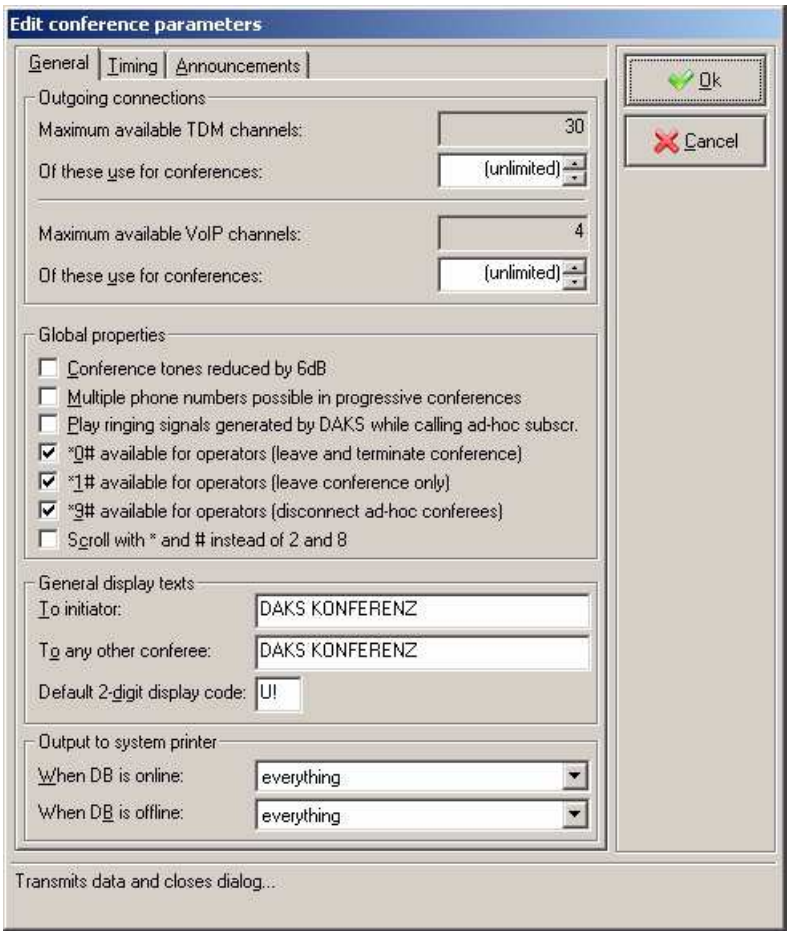
Field	Description
The tab "General" 	
Window area "Outgoing connections"	
Maximum available TDM channels	Output of the number of all TDM channels that are maximally available to the system. This number corresponds to the number of channels between the DAKS server and the PBX.
Use for conferences	Selection field to determine the number of TDM channels for simultaneous use by conferences for outgoing calls. In this way, you can retain channels and keep them open for other applications or for dial-up into conferences.
Maximum available VoIP channels	Output of the number of all VoIP channels that are maximally available to the system. This number corresponds to the number of channels between the DAKS server and the PBX.

Table 11-8 Description of the fields in the window "Edit conference parameters"

Field	Description
Use for conferences	Selection field to determine the number of VoIP channels for simultaneous use by conferences for outgoing calls. In this way, you can retain channels and keep them open for other applications or for dial-up into conferences.
Window area "Global properties"	
Conference tones reduced by 6dB	If this box is checked, all audible tones played in the conference are attenuated by 6 dB. Audible tones notify conferees, for example of additional active conferees entering into the conference.
Multiple phone numbers possible in progressive conferences	If this box is checked, Operators can, during conferences that can be extended manually, not only dial individual subscribers but also press *****<call number>#<call number>#...<call number># ***** to add several subscribers at once to the conference.
Playback ringing signals generated by DAKS while calling ad hoc subsc.	Check this box if you want DAKS to play back system-generated idle tones into the conference during the dial-up of ad hoc subscribers added on the fly so that all other conferees can hear that DAKS is in the process of dialing.
*0# available for operators	If you select this checkbox the special Operator function is enabled for leaving and ending conferences that can be extended manually. For this purpose, the operator must press the key combination ***0** after which he will be played the operator announcement "Leave and end conference" once or a long tone, instead). At the same time DAKS outputs the corresponding display text. As soon as the operator presses the # key within 8 sec. after the end of this announcement, he and all other conferees will be released. **Timeout** If there is a timeout or if a different key is pressed, DAKS will switch the operator back into the conference.

Table 11-8 Description of the fields in the window "Edit conference parameters"

Field	Description
*1# available for operators	Check this field to enable the special operator function permitting the departure from conferences that can be extended manually. For this purpose, the Operator must press the key combination "***1**". He will then hear the Operator announcement "Leave conference" once (or, alternatively, a long tone). At the same time, DAKS outputs the corresponding display text. As soon as the Operator presses the # key within 8 sec. after the end of the announcement, he will be disconnected from the conference. The conference itself will continue until its defined end is reached. **Timeout** If there is a timeout or if a different key is pressed, DAKS will switch the operator back into the conference.
*9# available for operators	Check this field to enable the special operator function that allows operators to release subscribers that were added on the fly (ad hoc) into a conference that can be extended by hand. For this purpose the operator must press the key combination ***9**. DAKS will thereupon removed him temporarily from the conference and output on the display of his telephone the name and phone number of the subscriber currently selected (at the outset always the ad hoc subscriber added last). With **2** or **8** the operator can now scroll the stack of subscribers that were added the conference on the fly (ad hoc) to find the right one. When the operator presses the # key the selected ad hoc subscriber will be released and the operator is switched back into the conference. **Timeout** If there is a timeout or if a different key is pressed, DAKS will switch the operator back into the conference.
Scroll with * and # instead of 2 and 8	If this field is checked, you can use the "*****" star key and the **"#"** hash key to scroll the display output (same as in broadcasts). In this case, use **2** to switch to mute and **8** to switch back to active. If the field is not marked, press **8** to scroll up and **2** to scroll down. In this case, use the "*" star key to switch to mute and the "#" key to switch back to active.

Table 11-8 Description of the fields in the window "Edit conference parameters"

Field	Description
Window area "General display texts"	
To initiator	Input field for texts messages. DAKS also generates an alphanumeric "Display output" for conference initiators within the CorNet network using digital cordless terminals. These can be freely defined (with up to 20 characters). Please bear in mind that certain cordless terminals can only display capital letters and no German umlauts (ä,ö,ü)
To any other conferee	Same as "To initiator" but display output only to other subscribers (conferees).
Default 2-digit display code	Input field to assign a default two-digit display code to non-identifiable subscribers, output during the active conference on the telephone display to indicate that subscriber (Section 11.7.1, "Add and edit new conference groups", tab "Display", window area "Special display outputs", field "Display current statuses of conferees to all").
Window area "Output to system printer"	
When DB is online When DB is offline	Selection field to determine what is logged by the system printer when DAKS-TTProcessServer (DB=database) is online/offline: ● "none" ● "start & end only" ● "everything", i. e. including dialing into the conference, leaving the conference, etc. (default)

Table 11-8 Description of the fields in the window "Edit conference parameters"

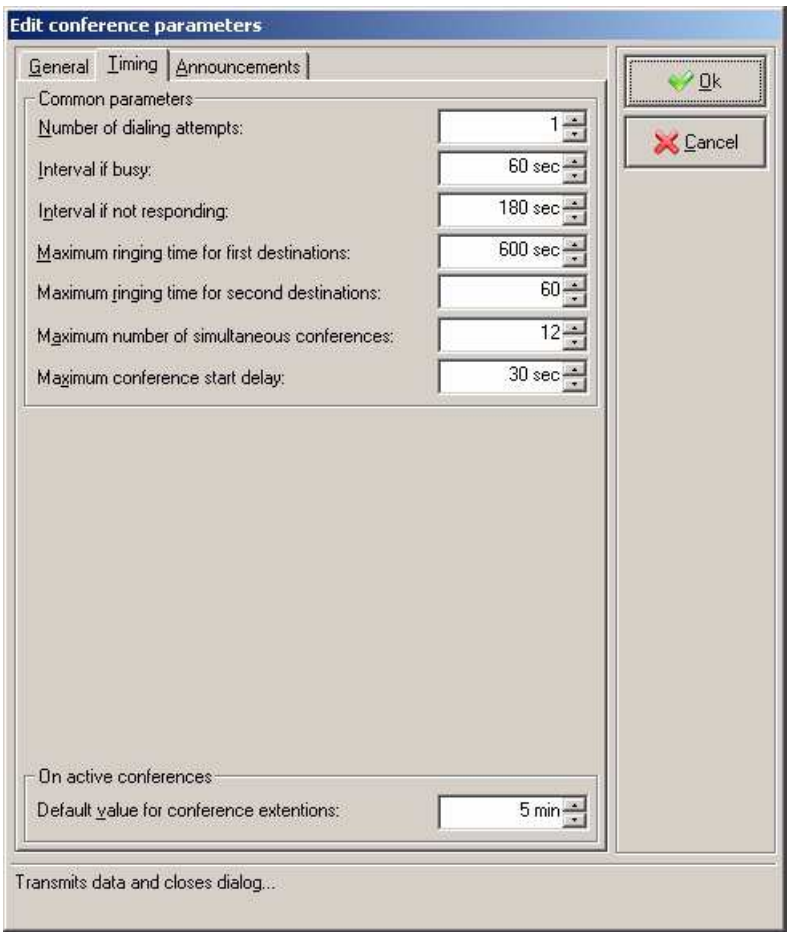
Field	Description
Tab "Time segments"	
	
Window area "Common parameters"	
Number of dial attempts	This selection field specifies the maximum number of times a destination is dialed (default 1).
Interval if busy	Selection field to define the wait time between the individual dial attempts on busy (default 60 sec.).
Interval if not responding	Selection field for the wait time until the next dial attempt if the subscriber was not reached (default 180 sec.).
Maximum ringing time for first destinations	Selection field for the maximum duration of call signaling per dial attempt for first destinations (default 60 sec.).
Maximum ringing time for second destinations	Selection field for the maximum duration of call signaling per dial attempt for second destinations (default 60 sec.).

Table 11-8 Description of the fields in the window "Edit conference parameters"

Field	Description
Maximum number of simultaneous conferences	Selection field to limit the number of simultaneous conferences (default = analogous to maximum number enabled).
Maximum conference start delay	Selection field that specifies the time delay for the start of the conference (default 60 sec.) if the field "Delay conference start" is checked in the tab "Properties" of the window "Edit conference group".
Window area "On active conferences"	
Default value for conference extensions	Selection field that specifies the default value for conference extensions via the Operator-Tool.

Table 11-8 Description of the fields in the window "Edit conference parameters"

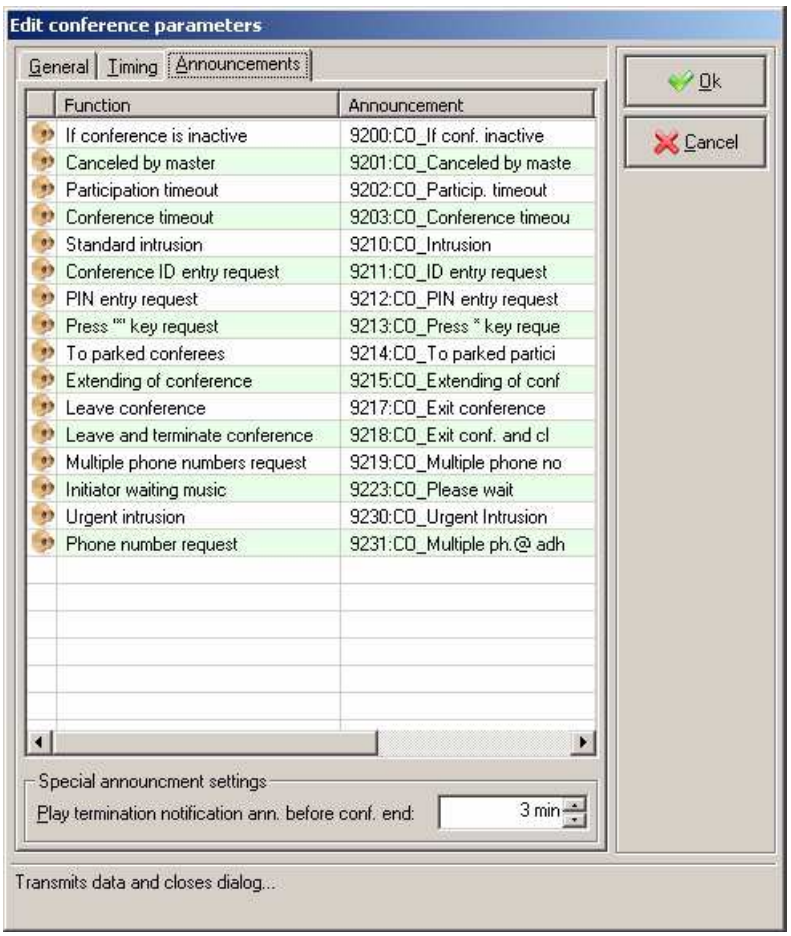
Field	Description
Tab "Announcements"	
	
Selection fields to assign functions to the conference announcements. For a more detailed description of the default announcements that are included in the delivery please see Section 6.7, "Included announcements".	
Window area "Special announcement settings"	
Play termination notification ann. before conf. end	Selection field that specifies how many minutes before the end of the conference the "Conference timeout" announcement selected above is played. The basis for the conference duration is the "Maximum conference duration" entered in the "Dialing in/out" tab of the window "Edit conference group".

Table 11-8 Description of the fields in the window "Edit conference parameters"

11.7 Conference group administration

To create a conference you must first set up a conference group and assign the subscribers who may participate in the conference, or specify at least the "Maximum number of not in group predefined conferees".

Furthermore, you have to assign an ID to the conference group if the conference shall to activated over the phone. Conferences can also be started via the Operator-Tool or via a contact, and can be monitored and moderated using the Operator-Tool.

You must have the respective administrator rights to administrate conferences. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to carry out these operations (Section 7.5.3, "Administrator rights").

11.7.1 Add and edit new conference groups

Follow the instructions below to add and to edit a new conference group:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are output in the list window.
2.	Click the symbol in the menu bar to add a new conference group, or select the entry that you want to edit and click . This will open the window "Edit conference group".
3.	Now enter the settings in keeping with the field descriptions.
4.	Click on **OK** to save your entries.

Table 11-9 Add and edit new conference groups

Description of the fields in the window "Edit conference group"

Field	Description
Window area "Identification"	
Name	Edit field for brief description of the conference group (max. 20 characters) for output in tables and list fields.
Client group	Selection field for the assignment of the conference to a client group. Usually the conference is assigned to the group that belongs to the administrator who creates the conference group (Section 4.7, "Set up clients").
Window area "Initiation via telephone"	
ID	Input field for the identifier to start conference by telephone (max. 4 digits).
PIN is necessary	If you select this checkbox the conference initiator must also identify himself with his PIN. This checkbox is only active if an ID was assigned.
from initiator's first phone only	If you select this checkbox the conference is only convened if the call number of the initiator is identical with the first call number of the initiating subscriber. This checkbox is only active if the field "PIN is necessary" was checked.

Table 11-10 Description of the fields in the window "Edit conference group"

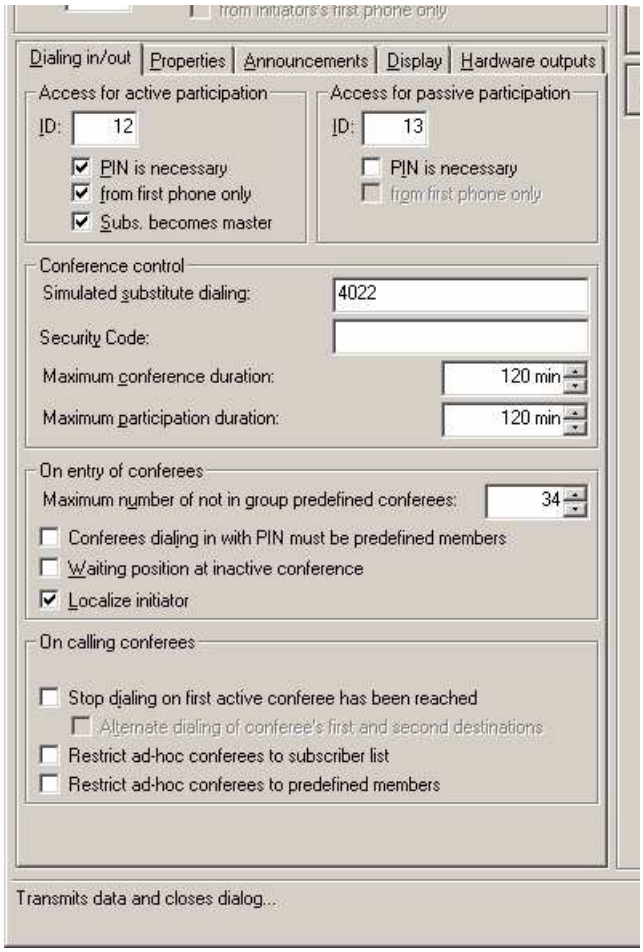
Field	Description
Tab "Dialing in/out"	
	
Window areas "Access for active participation" and "Access for passive participation"	
ID	Edit field for the identifier that authorizes active or passive (with or without right to speak) participation in a conference group (max. 4 digits).
PIN is necessary	If you select this checkbox the subscriber must identify himself with his PIN in order to actively or passively join a conference. If the checkbox "Conferees dialing in with PIN must be predefined members" is also marked, only the conferees will have access that were assigned to this group as conference members. This checkbox is only active if an ID was assigned.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
from init. first phone only	If you select this checkbox the conferees dialing in can only actively or passively join the conference if the call number of the conference convenor is identical with the first call number of the entered conferee. This checkbox is only active if the field "PIN is necessary" is checked.
Subs. becomes master (active participation only)	If you select this checkbox conferees who actively dial into an existing conference automatically become masters in the conference. If not, DAKS will not switch the other conferees until the master defined in the group has arrived. This field should be checked to create a so-called "ChatRoom". This checkbox is only active if an ID was assigned.
Window area "Conference control"	
Simulated substitute dialing	Input field for a number sequence of up to 18 digits to start a substitute activity if this conference group is already active and shall be started again (commonplace for Emergency conferences). DAKS acts as if the caller had dialed the number sequence entered here after calling the DAKS call number. This enables any desired substitute activity such as: • the start of a substitute conference • the entry into in an already active conference as an additional conferee • the playing of an Info Telephone announcement • if needed, also the start of a broadcast Inputs must be entered in the form of <dialthru code>+<additional inputs> (e. g. "40 2001" to enter into an active conference and the "Access ID for active participation"). If the DAKS server again runs into an already activate conference during this "simulated substitute dialing" for which substitute dialing is also entered here as a first phone, the above-described procedure will apply. This includes the option to cascade several substitute activities, for example to start a predetermined number of conferences that are independent of one another by using the same call number (e. g. Emergency or operator-supported conferences), with an information announcement played automatically to every new caller.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Security code	This edit field defines the security code (max. 16 digits) that must be additionally entered by every conference member when starting or entering into a conference in order to participate actively in the conference. Note: Conferees who are dialed ad hoc by the system (by the operator over the phone or via the Operator-Tool) are NOT required to enter the security code.
Maximum conference duration	Selection field that specifies the maximum duration of the conference in minutes. (Default: 120 min.) The time specified in the field "Play termination message before conference end" of the tab "Announcements" in the "Edit conference parameters" window determines how long before the automatic end of a conference an announcement or, alternatively, 5 short tones shall be played.
Maximum participation duration	Selection field that specifies the maximum time in minutes for which a conferee may actively or passively participate in a conference. If the conferee is to be automatically disconnected when the time expires, he is played an announcement or, alternatively, 5 short tones.
Window area "On entry of conferees"	
Maximum number of not in group predefined conferees	Selection field that specifies the maximum number of conferees who, in addition to the predefined conference group members, may also dial in. They include: • all subscribers (including the conference initiator) who have not identified themselves by PIN, • all subscribers (including the conference initiator) who, although they identified themselves by PIN, are no predefined group members, and • all subscribers who where added on the fly (ad hoc) via the Operator-Tool or over the telephone If you want to create an open conference for unknown conferees, we recommend you select a large enough number.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Conferees dialing in with PIN must be predefined members	If you select this checkbox only subscribers who were predefined as members of this this group will be granted access to the conference. If not, all other subscribers that have a PIN and that are listed here will be permitted to join this conference. This field is only active if you have checked the "PIN is necessary" box of the window "Initiation via telephone". This field is not active if the value "(none)" is entered for "Maximum number of not in group predefined conferees".
Waiting position at inactive conference	If you select this checkbox conferees dialing in are placed in a "waiting room" for up to 5 minutes if the conference has not yet started. Until the start of the conference, everybody is played an ringing signal (or "nothing" for DAKS special configuration), followed by the conference start announcement or, alternatively, a long tone. The conferees are not actively connected until the first master enters into the conference. This function allows you to turn a bilateral call into a predefined conference. To do this, one of the participants must go into consultation hold, dial the number of the DAKS conference and hang up. The other participant is automatically transferred to "Waiting position". The first participant must now dial into DAKS within the next 5 minutes to start the wanted conference. If no master was predefined in the conference (or if the initiator identified himself with his PIN and is registered as master), both participants are now connected in the conference. The initiator may extend the conference ad hoc if needed by entering additional telephone numbers. **Timeout:** Should the conference not come to pass within the aforementioned 5 minutes, DAKS will release the connection. However, this point is usually not reached as the PBX normally initiates an automatic callback of the subscriber who is handing over (same as regular switching). The previous bilateral call can now continue.
Locate initiator's current position via DPS	If this box is checked, the position of the initiator will be output to the other conferees. This feature is only available in combination with the corresponding positioning servers. The selection of the display texts on the initiator's location is determined by the positioning (location) server. If more than two lines are needed in the display to output the location tracking results, the conferees can press the keys * and # or 2 and 8 Section 11.6, "Set the conference parameters") to scroll through the display text.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Window area "On calling conferees"	
Use priority prefix	If you select this checkbox DAKS will add for outgoing calls the priority prefix that was entered for the subscriber (Section 7.4.1, "Add new and edit existing subscribers") and prepend it to the number that shall be called.
Stop dialing on first active conferee has been reached	If this box is checked, the dialing of conferees is discontinued as soon as DAKS reaches the first conferee with the right to speak. This feature can be used for example for certain conference switches in conjunction with HiPath retrieval stations.
Alternate dialing of conferee's 1st and 2nd destinations	If this box is checked, DAKS will incessantly attempt to dial the subscribers and in the process alternate between the first and the second call number of the predefined conferees. Note during this time no settings of conference parameters will apply or have effect (e. g. pause between dialing attempts).
Restrict ad hoc conferees to subscriber list	If you select this checkbox only subscribers from the common subscriber list can be dialed ad hoc from within ongoing conferences (entry of call numbers over the telephone or via Operator-Tool).
Restrict ad hoc conferees to predefined members	If this box is checked, only subscribers assigned to this group as members can be dialed ad hoc from the ongoing conference (entry of call numbers over the telephone or via Operator-Tool).

Table 11-10 Description of the fields in the window "Edit conference group"

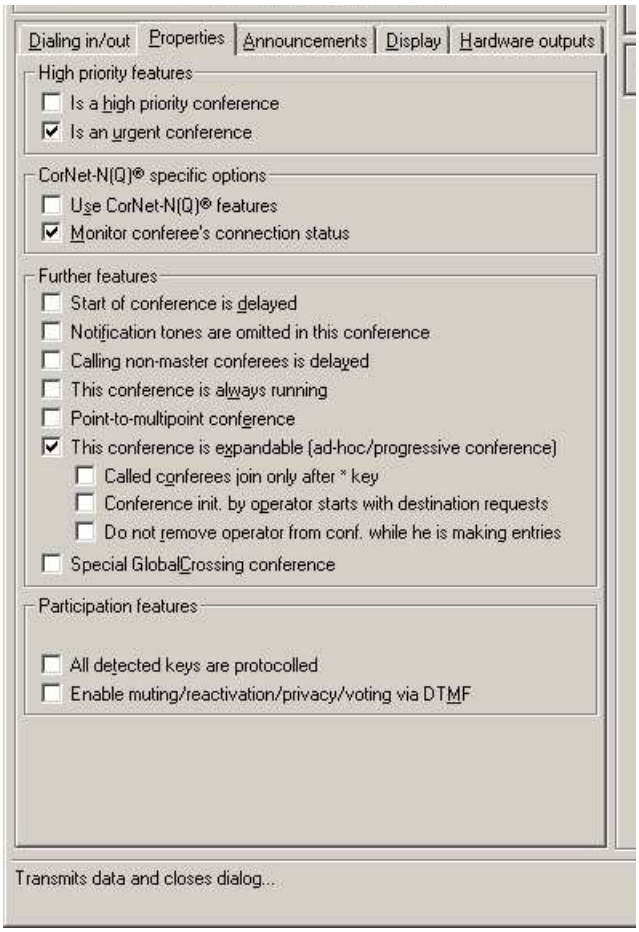
Field	Description
Tab "Properties"	
	
Window area "High priority features"	
Is a high priority conference	If this box is checked, the conference group is given high priority, i. e. DAKS will end all applications that are not high priority if this conference is convened. Conferences of this type cannot be terminated by other high priority applications.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Is an urgent conference	If this box is checked the conference will be given the status 'Urgent', i.e. when this conference is started, all "non-urgent" conferences will, if necessary, be terminated until sufficient B-channels are made available to start the urgent conference. If regular conferences are ended in this way, all conferees will be played the "Conference timeout announcement". In this process DAKS will: Try to end as few conferences as possible by terminating large conferences first and small conferences next.
Window area "Cornet-N(Q)® specific options" These performance features are only available within the CorNet network.	
Use Cornet-N(Q)® performance features	If this box is checked, system-specific performance features can be used, provided they were so-assigned to the conferee destinations (e. g. camp-on, call override/intrusion, emergency override).
Monitor subscriber state	If this box is checked, a conferee going into consultation hold is immediately disconnected. This function is especially significant for confidential conferences, for example.
Window area "Further features"	
Start of conference is delayed	If this box is checked, the actual conference is not started (i. e. the conferees are not connected through) unless at least one master has entered into it and: • either all conferees have been reached, or • the "Maximum conference start delay" has expired (see: tab "Time segments", window "Edit conference parameters"), or • the first master (or conference convenor) presses the # key (keypad or DTMF signaling). The conference will thereupon begin with a tone sequence consisting of 3 tones. Please note that DAKS will continue to call all conferees who were not yet reached, even if the conference start was delayed.
Notification tones are omitted in this conference	If this box is checked, all audible tones that are otherwise played to inform conference members of new conferees entering (three short tones) or leaving (a long tone) the conference will be omitted.
Calling non-master conferees is delayed	If this box is checked, subscribers defined as conferees without master status (non-master conferees) will not be called before the first master has joined the conference.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
This conference is always running	If this box is checked, the conference is automatically active and always started after a system restart. Also, this conference cannot be aborted, not even through the Operator-Tool. In combination with the "Conferee is always in conference" setting for all conferees, the DAKS server can for example become a central node for the switching of distributed conference facilities (frequently known as "Hoot-And-Holler" feature).
Point-to-multipoint conference	If this box is checked: • the conferees can only hear the first conference master (usually also the initiator) or the initiator of the conference • the master can hear all other conferees • the conferees cannot hear one another • the conference cannot be steered from the Operator-Tool In connection with the point-to-multipoint function please bear in mind that there should be **no** or **just one** predefined master in this conference as the DAKS server only evaluate the first master.
This conference is expandable (ad hoc/progressive conference)	If this box is checked, the first master can add other conferees to the conference by pressing the key combination ***#<**call number**>#**. Note that the number of conferees in this conference is limited by the value entered under "Maximum number of conferees not predefined in group" in the tab "Dialing in/out". While the call number is entered, the master is taken out of the conference to prevent him from hearing the DTMF entries.
Called conferees join only after * key	If this box is checked, ad hoc conferees added by the master must press the ***** key to enter into the conference. This function prevents, for example, answering machines from entering conferences. This checkbox is only active if the checkbox "This conference is expandable (ad hoc/progressive conference)" is marked.
Conference init. by operator starts with destination request	If this box is checked, the conference initiator is authorized to add ad hoc subscribers right at the outset of the conference. To do so, the Operator dials the conference start ID, followed immediately by the relevant call number(s). This checkbox is only active if the checkbox "This conference is expandable (ad hoc/progressive conference)" is marked.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Do not remove operator from conf. while he is making entries	If this box is checked, DAKS will only process keypad entries in this conference - all DTMF signaling will be ignored. Operator stays active in conference during entries (e. g. ***9**) This checkbox is only active if the checkbox "This conference is expandable (ad hoc/progressive conference)" is marked.

Table 11-10 Description of the fields in the window "Edit conference group"

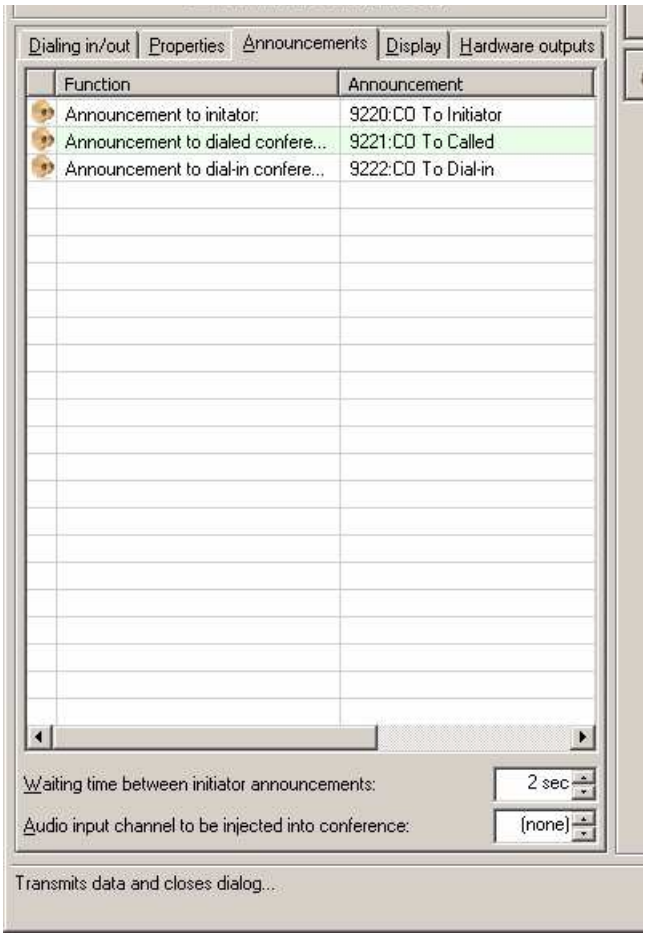
Field	Description
Tab "Announcements"	
	
Announcement to initiator	Selection field for the announcement that is repeatedly played to the conference initiator until the conference is actively switched. If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone instead of the announcement.
Announcement to dialed conferees	Selection field for the announcement that all conferees dialed by DAKS are played before they enter into the conference (repeated if necessary). If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone instead of the announcement.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Announcement to dial-in conferees	Selection field for the announcement played to all conferees dialing into a running conference (repeated if necessary) before they enter into it. If no announcement was defined (default) or if the announcement that was defined was never recorded, DAKS will play a long tone instead of the announcement.
Waiting time between initiator announcements	Selection field to define the interval between the repeated "Announcement to initiator" (default: 5 seconds). If the time is set to "none", the "Announcement to initiator" will be played only 1x and followed by the repeatedly played announcement "Waiting music to initiator" (Chapter 11, "Set the conference parameters" - tab "Announcements"). The repeated announcement will be interrupted as soon as another member enters into the conference.
Audio input channel to be injected into conference	Selection field for one of eight audio inputs to play analog audio signals into a conference. (Default "none").

Table 11-10 Description of the fields in the window "Edit conference group"

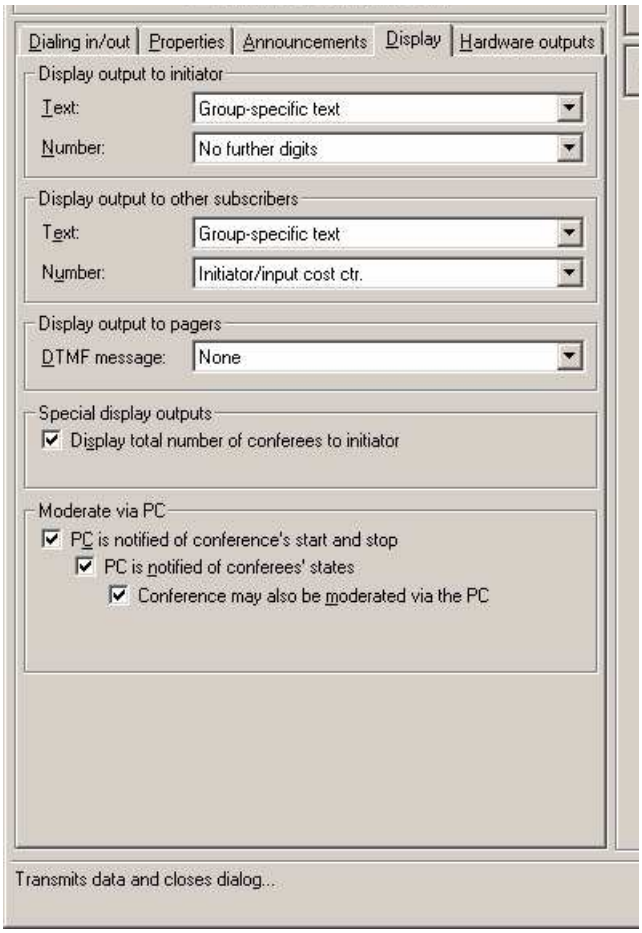
Field	Description
Tab "Display"	
	
Window areas "Display output to initiator", "Display output to other subscribers" and "Display output to pagers"	
The DAKS server can provide all initiators and conferees with numerical and alphanumeric information about the conference and the initiator. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 4.16, "DAKS coupling with SigmaSys®".	
Window area "Special display outputs"	
Display total number of conferees to initiator	If this box is checked, the total number of conferees is output on the display of the system telephone of the first conference master.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description

Display conferees' states to all conferees	If this box is checked, continuously updated status information is output in two lines on the displays of the system telephone of all conferees..
	The following criteria apply for this display output:
	• For all conferees, the conferees and their states (2 characters, one above the other) are output in keeping with the assigned display position, maximally 60 (Section 11.8.2, "Edit existing conferees").
	• The display list of conferees can be sorted with the keys 1, 2 and 3;
	Key 1 itemizes conferees 1...22,
	Key 2 itemizes conferees 23...44, and
	Key 3 itemizes conferees 45...60.
	Use key 0 to switch back to the single-line display mode.
	
	The following outputs are available:
	empty Position not assigned
	xx the display code assigned to the conferee (Section 11.8.2, "Edit existing conferees", tab "Properties" window area "Properties", field "Display Code"), for example DE, conferee with display code "DE" is active in the conference
	yy unknown conferee (Section 11.6, "Set the conference parameters", tab "General", window area "Default display texts", field "Default 2-digit display code")
	– Conferee not in conference, no dialing (single line)
	> Conferee is dialed (single line)
	! Conferee dials in or listens to an announcement after dial up (single line)
	. Conferee in dialing pause (single line)
	
	Example of output for conferees 1 to 22:
	`1:GD>F.! U-.JF>>EBL!N.`
	`  BE R   !  PI  SEU L`
	
	• The display is interrupted and becomes visible again after approx. 5 sec. as soon as a conferee is switched to mute or active; the same happens if the conferee is switched to mute/active via the Operator-Tool.
	• Whenever an operator the input phase, the display is equally interrupted and the area that was last selected is displayed after the input is completed.

Table 11-10 Description of the fields in the window "Edit conference group"

Field	Description
Window area "Moderate via PC"	
PC is notified of conference's start and stop	If this box is checked, an ongoing conference is visible at the Operator-Tool. If none of the below fields is checked, the Operator-Tool will only be informed of the conference start and end (Section 11.9.2, "Monitor conferences").
PC is notified of conferee's states	If this box is checked, the Operator-Tool is also notified of the individual conferee states and will output these accordingly (Section 11.9.2, "Monitor conferences"). This field is not active unless you have checked the box "PC is notified of conference's start and stop".
Conference may also be moderated via the PC	If this box is checked, the conference can be moderated via the Operator-Tool (Section 11.9.2, "Monitor conferences"). This box is not active unless you have checked the box "PC is notified of conferee's states".

Table 11-10 Description of the fields in the window "Edit conference group"

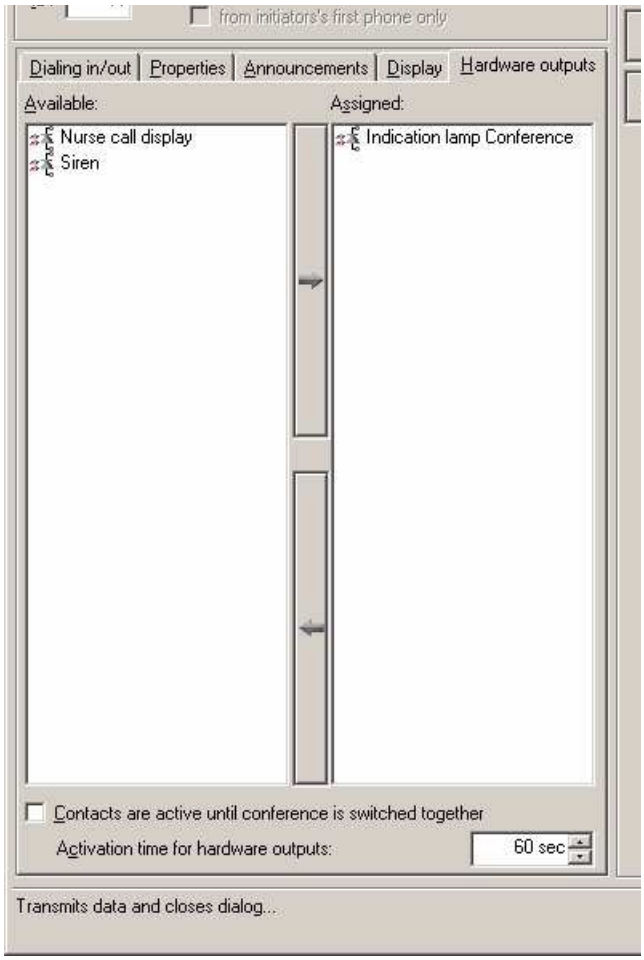
Field	Description
Tab "Hardware outputs" 	
Available	List of all available hardware outputs (Section 4.10.8, "Configure optocoupler outputs").
Assigned	List of the digital outputs that are assigned to the conference group. Use this list to activate such signaling devices as sirens or warning lamps in addition to the conference.
Contacts are active until conference is switched together	If this box is checked, the assigned contacts only remain active until the conferees are actively switched together.
Activation time for digital outputs	Selection field to define the duration the assigned hardware output shall be activate. "(unlimited)" signifies that the output remains active for the entire duration of the conference.

Table 11-10 Description of the fields in the window "Edit conference group"

11.7.2 Delete a conference group

Follow the instructions below to delete a conference group:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	In the list window, highlight the conference group that you want to delete.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The conference group is deleted. If there are still conferees assigned to the group, the "Delete conference with references" window will pop up (Section 11.7.3, "Edit and delete conference references").

Table 11-11 Delete a conference group

11.7.3 Edit and delete conference references

In the window "Edit conference parameters", use **References** to call up the window "Conference references" directly. You will find the conferees who are still assigned to the conference group. You can also use this window to edit or delete conferees.

Whenever you try to delete conference groups to whom conferees are still assigned, the "Delete conference with references" window will pop up.

Follow the instructions below to edit or to delete conference references:

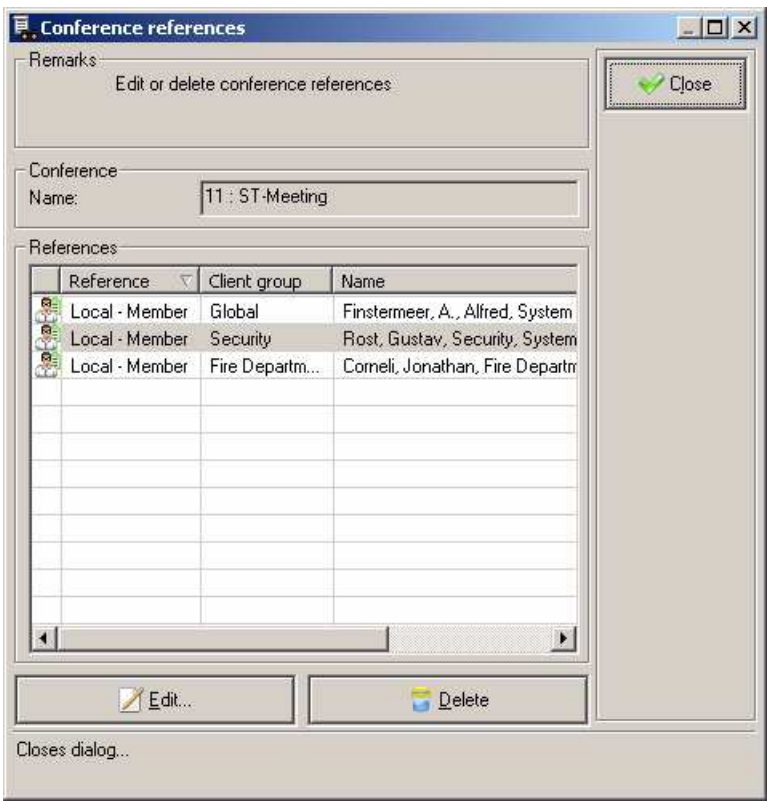
No.	Step
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Open a conference group for editing and click **References**. This will open the window "Conference references". 

Table 11-12 Edit and delete conference references

No.	Step
3.	**Edit conferee:** Highlight the reference entry you want to edit and click **Edit** or make a double-click the entry itself. This will open the window "Edit conferee". Now make the required changes (Section 11.8.2, "Edit existing conferees"). **Delete conferee:** Highlight the reference entry you want to delete and click **Delete**. Confirm the prompt with **Yes**. The reference entries will be deleted. Once the list is empty you can also delete the conference group itself.

Table 11-12 Edit and delete conference references

11.8 Administrate conferees

A conference group can be assigned conferees. Settings that were assigned to the conferee (e. g. "Time segments") are kept to in the conferences. Additionally, you can also define specific settings for a conferees that will only be applied in this conference.

11.8.1 Add a new conferee

Follow the instructions below to add new conferees:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	In the list window, double-click the conference group to which you want add new conferees. If available, all conferees who are already assigned are output in the list window.
3.	Click on the symbol in the menu bar. The "Add new conferee(s)" window will pop up:
4.	In the selection list, highlight the conferee(s) you want to assign to the conference group.
5.	Enter the relevant data (Section 11.8.2, "Edit existing conferees"). If you selected more than one subscriber, each of them will be added with the same settings.
6.	Select "Save as template" to use the settings as a template for the next new conferee.
7.	Click on **OK** to save your entries. The new conferee(s) is/are created.

Table 11-13 Add a new conferee

11.8.2 Edit existing conferees

Follow the instructions below to edit conferees:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Select the conference group whose conferees you want to edit and click on . All assigned conferees are output in the list window.
3.	Select the conferee you want to edit and click . This will open the window "Edit conferee".
4.	Now enter the settings in keeping with the field descriptions.
5.	Click **Ok** to save your changes.

Table 11-14 Edit existing conferees

Description of the fields in the window "Edit conferee"

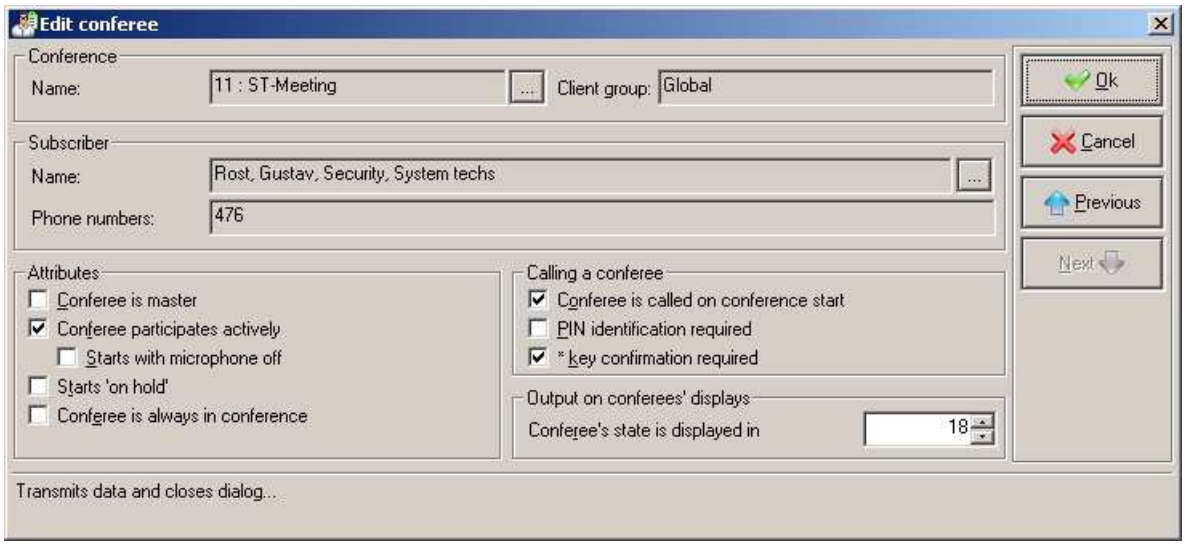
Field	Description
	
Window area "Conference"	
Name	Output field displaying the ID and the name of the conference. You can open the window to edit the conference group with the adjacent **[...]** button.
Client group	Output field for the client group of the conference
Window area "Subscriber"	
Name	Output field that displays the name of the assigned subscriber. You can open the window to edit the subscriber with the adjacent **[...]** button.
Phone numbers	Output field displaying all phone numbers (destinations) of the subscriber.
Window area "Properties"	
Conferee is master	If this box is checked, the member of this conference or conferee is predefined as having master status (Section 11.3.1, "Masters in DAKS conferences"). As a rule, the master is dialed by DAKS, has the right to speak and participates actively in the conference.

Table 11-15 Description of the fields in the window "Edit conferee"

Field	Description
Conferee participates actively	If this box is checked, the conferee participates actively in the conference, i. e. has the right to speak. If this box is not checked, the conferee participates passively in the conference, i. e. is only able to listen (follow) and does not have the right to speak. Please note that the active/passive conferee status in an ongoing (active) conference can only be changed from the Operator-Tool (Section 11.9.3, "Moderate and end conferences").
Starts with microphone off	If this box is checked, the "Mute function" (microphone off) is active as soon as the conferee has entered the conference. In contrast to the passive status, a conferee with this status is able to switch his microphone ON with the ***** key, and OFF with the # key. This function is particularly helpful for conferees communicating from a loud and noisy environment. This field is not active unless you checked the box "Conferee participates actively".
Starts 'on hold'	If this box is checked, the dialed conferee is "parked", i. e. on hold. The conferee can only leave this "park" status to join the conference via the Operator-Tool (Section 11.9.3, "Moderate and end conferences"). During this wait time, the conferee is played the "To parked conferees" announcement (Section 11.6, "Set the conference parameters"). Selecting this function only makes sense if the respective conference can be steered also via the Operator-Tool (Section 11.7.1, "Add and edit new conference groups", tab "Display" , window area "Hosting via PC", field "Conference may also be moderated via PC").
Conferee is always in conference	If this box is checked, the conferee is dialed repeatedly if the connection is not established or if it has been interrupted (frequently known as ‘Hoot-And-Holler’ feature).
Window area "Calling a conferee"	
Conferee is called on conference start	If this box is checked, the conferee is dialed when the conference is started.

Table 11-15 Description of the fields in the window "Edit conferee"

Field	Description
PIN identification required	If you select this checkbox, the called conferee must identify himself with his PIN before he can join the conference. In this case, conferees are initially played the request announcement to enter the PIN and will not be played the conference start announcement until they have entered their PIN. The conferee must commence with the entry of his PIN within 8 sec. (keypad or DTMF) to enter into the conference (protection against unauthorized access). This function cannot be combined with "Entry only upon ***** key confirmation"
* key confirmation required	If this box is checked, the called conferee is first played the conference start announcement maximally twice (2x) alternating with the request announcement to press the ***** key. The conferee must press the ***** key within 8 seconds (keypad or DTMF) to enter into the conference (to protect against answering machines). This function cannot be combined with "PIN identification required".
Window area "Output on conferees' displays"	
Status of conferees output in position	Selection field to assign a conferee his position on the display of the system telephone that is used to output his display code (Section 7.4.1, "Add new and edit existing subscribers", tab "Properties", window area "Properties", field "Display Code"), or his present status (1 to 60). For this purpose, the box "Display conferee's states to all conferees" must be checked in the tab "Display" of the window "Edit conference group (Section 11.7, "Conference group administration". The default setting is "none", i. e. without fixed position.

Table 11-15 Description of the fields in the window "Edit conferee"

11.8.3 Delete conferees

Follow the instructions below to delete conferees:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are displayed in the list window.
2.	Double-click the conference group from which you want to delete conferee(s). All assigned conferees are output in the list window.
3.	Select the conferee(s) who you want to delete in the list window.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt with **Yes**. The selected conferees are deleted.

Table 11-16 Delete conferees

11.9 Operate conferences with the Operator-Tool

To start and moderate conferences from the Operator-Tool, you must have the corresponding operator rights and a password.

The Operator-Tool also provides options to start or convene conferences with customized settings. Conferences can also be moderated (steered) and monitored, even if they were convened over the phone or via digital input.

11.9.1 Set up conferences

Follow the instructions below to convene conferences:

No.	Step
1.	Start the Operator-Tool and log in.
2.	DAKS offers you three different ways to convene a conference: • open the "Operations" pull down menu and click the menu item "Convene conference", or • make a right mouse click "Conferences" in the tree view and select "Convene" in the context menu, or • click on . The "Convene a conference" window will pop up.
3.	Select the conference you want to convene.
4.	Now, if needed, make the desired settings in keeping with the ensuing field descriptions.
5.	Click **OK** to convene the conference. The conference will be convened and the window for monitoring conferences opened (Section 11.9.2, "Monitor conferences").

Table 11-17 Set up conferences

Description of the fields in the window "Convene a conference"

Field	Description
List of available conferences	
Start ID	Output field for the ID for convening the conference.
Acc. ID	Output field for the ID for active participation in the conference.
Pass. ID	Output field for the ID for passive participation in the conference.
Name	Output field for a brief description of the conference.
Client group	Output field for the client group assigned to the conference.
Max. duration	Output field for the maximum conference duration in minutes.
Max. participation	Output field for the maximum time a conferee may remain in the conference.
No predefined subs.	Output field for the max. number of subscribers who may join the conference without having previously been assigned to it.
Predef. subs.	Output field for the number of subscribers assigned to the conference group.
Number of subscribers	Output field for the maximum number of subscribers entitled to participate in the conference.
Call subscribers	If this box is checked, all conference members selected under "Conferee is called on conference start" in the window "Edit conferee" will be called at the start of the conference.

Table 11-18 Description of the fields in the window "Convene a conference"

Field	Description
Subscriber access	The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS. • Call all subscriber's phones sequentially (default): With this setting, DAKS will try to reach the subscriber at his 1st destination (telephone number) and, if unable to reach them there, at his 2nd destination. • Call subscriber’s first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, a subscriber will only be called at his 2nd destination (phone number).

Table 11-18 Description of the fields in the window "Convene a conference"

11.9.2 Monitor conferences

The Operator-Tool enables you to monitor up to 20 conferences simultaneously. You can also moderate or moderate conferences that were started over the phone or via digital input. This, however, can only be done if you check the box "PC is notified of conferees' states" in the tab "Display" of the window "Edit conference group". Note that Operators can only see the conferences of their client group and the global conferences.

Conferences that can be started from the Operator-Tool:

- The conference window is opened automatically and brought into the foreground.
- If the conference is stopped or brought manually to an early end, the conference window will stay open and must be closed by hand. This makes it possible to evaluate a conference even after its end (Section 11.9.3, "Moderate and end conferences").
- If the "Auto conference window" menu item is selected in the pull-down menu "Window", and if, during the conference, other conferences are started over the phone or through a digital input, the pertinent conference windows will be opened with the active window always remaining on top.

Conferences that can be started over the telephone or through a digital input:

- If you checked the menu item "Auto conference window" in the pull down menu "Window", the conference window will be opened automatically.
  If not, the started conference is output in bold in the tree view. To monitor it, you must open the conference window manually.
- If the conference is stopped or ended manually ahead of time, the conference window will close automatically.

Details on conferences and conferees

Provided the conference window is open, you can call up information on the conference and conferees or manually end the conference ahead of time from the "Operations" pull down menu:

- Conference properties:
  Conference definition (Section 11.7, "Conference group administration").
- Conferee properties:
  Definition of selected conferee (Section 11.8, "Administrate conferees").
- End conference:
  End the conference currently in progress (Section 11.9.3, "Moderate and end conferences").

Follow the instructions below to monitor conferences:

No.	Step
1.	Start the Operator-Tool and log in.
2.	There are several ways of opening the conference window: • Convene a conference through the Operator-Tool. The window is automatically opened. • Select the "Auto conference window" menu item in the "Window" pull down menu. The window is displayed automatically when a conference is convened. • In the pull down menu "Operator", check the menu item "Display conference". A selection window will pop up to choose the desired conference. Select the conference and click on **OK**. • Go to the tree and make a right mouse click on a conference listed in bold and select "Monitor ..." in the context menu. This will open the conference window.
3.	You can now assess the conference status and the individual conferees in keeping with the descriptions that follow.

Table 11-19 Monitor conferences

Description of the symbols and list areas in the conference window

The window for monitoring conferences provides a set of information on the conference status and the individual conferees.

> Conferences initiated from the Operator-Tool can remain open for later viewing, even if new conferences are started.

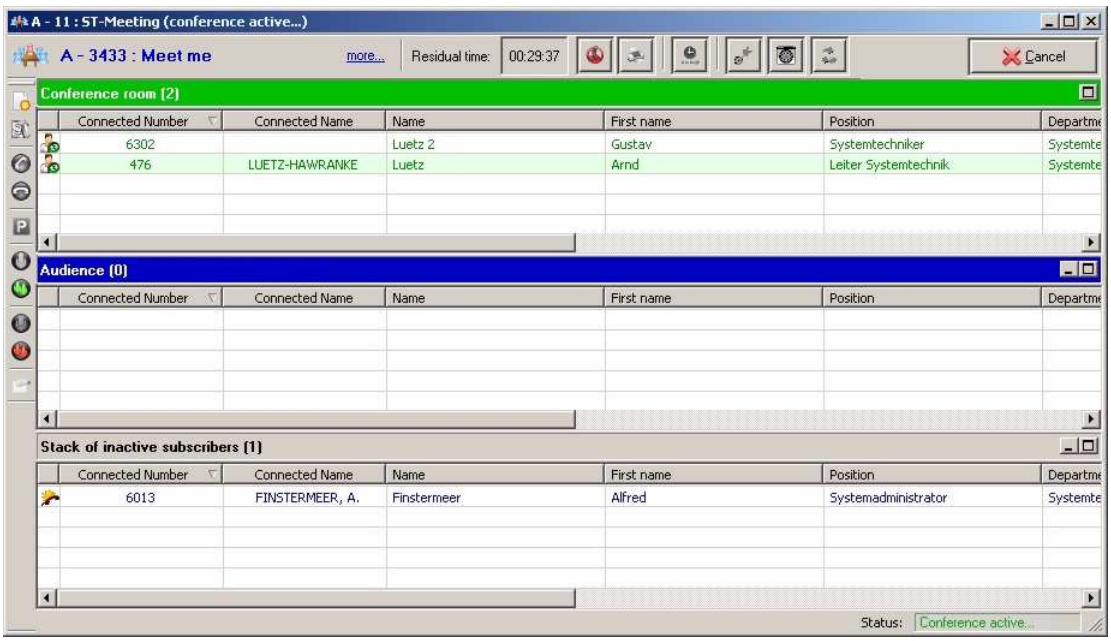
Field/Symbol	Description
	
Title area	
Title bar	Display of the ID and the name of the conference to enable a unequivocal assignment if several conferences are monitored or steered at the same time.
	Output of the remaining conference time.
	Button to request moderation (Section 11.9.3, "Moderate and end conferences"). This button is only visible if you have not yet requested the moderation of the conference.
	Button to relinquish moderation (Section 11.9.3, "Moderate and end conferences"). This button is only visible if you previously requested the moderation of the conference.
	Button to have the conference protocol printed directly. This button is only enabled after the conference end.

Table 11-20 Description of the window for monitoring conferences

Field/Symbol	Description
	Button to extend the conference duration. This button is only visible after the playback of the info announcement announcing the end of the conference and on condition that you previously requested the moderation of the conference.
   	Buttons of the positioning results, see Section 17.6.2.1, "Toolbar and menu items".
	Button to end the ongoing conference. This button is only enabled if you have also requested moderation of this conference (Section 11.9.3, "Moderate and end conferences").
List area "Conference room": Output of all active conferees.	
	This symbol marks conferees who are masters and actively participate in the conference.
	This symbol marks conferees who actively participate in the conference (i. e. right to speak).
List area "Audience/parked conferees" Output of all conferees listening only or "parked".	
	This symbol marks conferees whose microphones are switched off, but can still listen.
	This symbol marks "parked" conferees who can neither listen nor speak. The connection remains intact and the conferee is played a waiting announcement.
List area "Inactive subscribers" Output of all conferees not currently participating actively in the conference.	
	This symbol marks conferees who have not yet been called, who are in a call pause or whose connection has been cut.
	This symbol marks conferees who are being currently called.
	This symbol marks conferees who have been reached and are just being played the welcome announcement.
Status line	
Status:	Output of the current conference status, e. g. "Conference active".

Table 11-20 Description of the window for monitoring conferences

11.9.3 Moderate and end conferences

The Operator-Tool enables you not only to monitor but also to moderate conferences. You can also moderate conferences that were started over the phone or via digital input. However, a running conference can only be steered by one Operator-Tool at any one time only if the field "Conference may also be moderated via PC" was checked in the tab "Display" of the window "Edit conference group".

Follow the instructions below to moderate conferences:

No.	Step
1.	Start the Operator-Tool and log in.
2.	There are several ways of opening the conference window: • Convene a conference through the Operator-Tool. The window is automatically opened. • Select the "Auto conference window" menu item in the "Window" pull down menu. The window is displayed automatically when a conference is convened. • In the pull down menu "Operator", check the menu item "Display conference". A selection window will pop up to choose the desired conference. Select the conference and click on **OK**. • Go to the tree and make a right mouse click on a conference listed in bold and select "Monitor ..." in the context menu. This will open the conference window.
3.	Click , if you are authorized to request moderating of the conference. You can now moderate the conference if you have the operational right to activate conferences.
4.	Make the necessary status changes by selecting a conference and activating the desired function. To do so, click the corresponding symbol in the left bar of the window or, using the right mouse key, click a conference and select the function in the context menu. A description of all functions can be found below.
5.	Click to waive or relinquish the conference moderating, or to end the conference.

Table 11-21 Moderate and end conferences

Description of the functions for moderating conferences

Icon	Context menu	Description
	Add ad hoc conferees	Function to add subscriber on the fly (ad hoc) to the list area "Inactive subscribers" (Section 11.9.4, "Add listed subscribers ad hoc to a conference").
	Remove ad hoc conferees	Function to delete ad hoc subscribers. The subscriber must be listed in the list area "Inactive conferees" and highlighted.
	Call new conference member	Function to dial a subscriber listed in the "Audience/parked subscriber" list area. If you click this symbol DAKS will offer you four different options: **1.:** 1st destination of the subscriber **2.:** 2nd destination of the subscriber **Last:** The subscriber's number that was dialed last **New:** Dial new telephone number to reach the subscriber at a different telephone set. To call the selected subscriber, you can also pull him with Drag & Drop from the area "Inactive conferees" to either of the other two areas. Also, you can define the destination to be called by pressing the following shortcuts: • No further key: Calling of the subscriber's 1st destination. • CTRL key: Dialing of the 2nd destination of the subscriber. • SHIFT+CTRL keys: Dialing of the subscriber's number that was last called.
	Disconnect conferee(s)	Function to disconnect the connection to the selected subscriber(s). The subscriber(s) are moved to the "Stack of inactive subscribers" conferee list area. Additionally, you can also pull them with Drag & Drop to the area "Inactive subscribers".
	Park conferee(s)	Function to "park" the selected subscriber(s). The subscriber, who has no right to speak in the conference, is played a waiting announcement and moved to the list area "Audience/parked subscribers." To park these subscribers you can also move them with Drag & Drop form the area "Conference room" to "Audience/parked subscribers". To do so, just keep the CTRL key pressed.

Table 11-22 Description of the functions for moderating conferences

Icon	Context menu	Description
	Conferees have right to speak	Function to grant the right to speak from the subscribers that were selected. The subscriber(s) are moved from the "Audience/parked subscribers" list to the "Conference room" list. You can also grant the right to speak to a selected subscriber by moving him from "Audience/parked subscribers" to "Conference room" with Drag & Drop. Here, no additional key needs to be pressed.
	All members have right to speak	Function to grant the right to speak to all subscribers listed in "Audience/parked subscribers" (active participation) and move them to the list "Conference room".
	Subscriber(s) becomes listener	Function to withdraw the right to speak from the subscribers that were selected. The subscribers are moved to the "Audience/ parked subscribers" list. To withdraw a subscriber the right to speak, all you need to do is move him with Drag & Drop from "Conference room" to "Audience/ parked subscribers". Here, no additional key needs to be pressed.
	All members are listeners	Function to withdraw the right to speak from all selected conferees. All conferees are moved to the list "Audience/parked subscribers".
	Subscriber properties	Opens the window to display the conferee (Section 11.8.2, "Edit existing conferees").

Table 11-22 Description of the functions for moderating conferences

11.9.4 Add listed subscribers ad hoc to a conference

During an active conference, the moderator is entitled to add subscribers from the subscriber list to the conference (listed subscribers).

Proceed as described below:

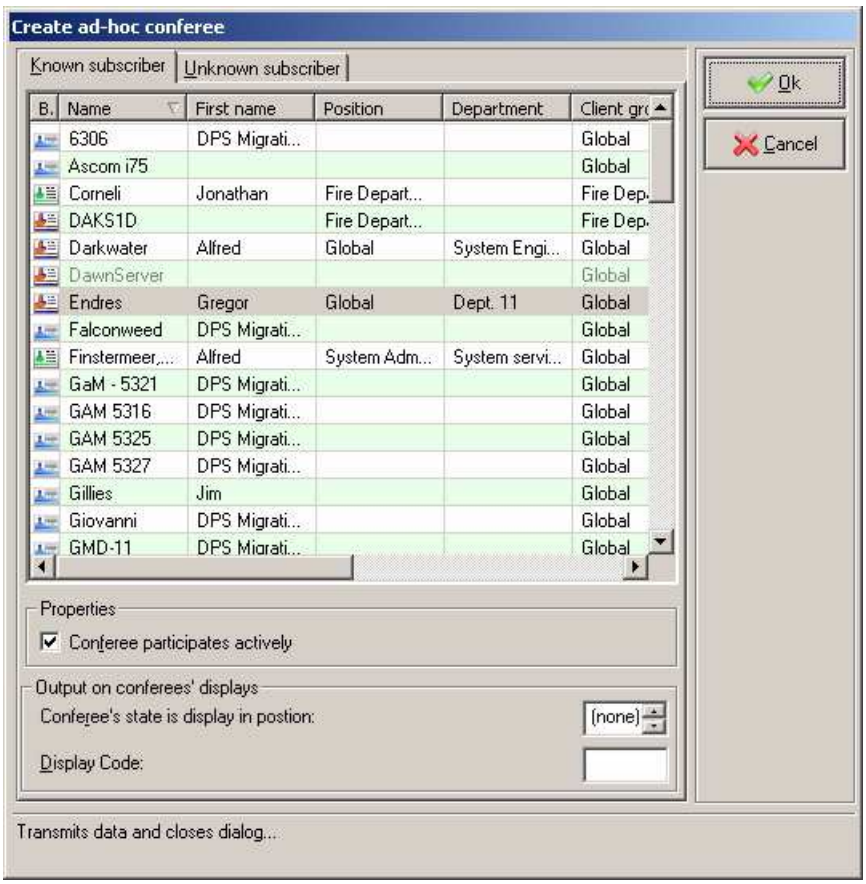
No.	Step
1.	Start the Operator-Tool and log in.
2.	Assume the moderating of the conference in question (Section 11.9.3, "Moderate and end conferences").
3.	Click on to add a subscriber on the fly. This will open the window "Create ad hoc conference conferee": 
4.	Select the "Known subscriber" tab.
5.	Select the subscriber(s) you want to add to the conference.
6.	Check the box "Conferee participates actively" in the window area "Properties" if you want the conferees to have the right to speak during the conference (the floor).

Table 11-23 Add listed subscribers ad hoc to a conference

No.	Step
7.	If necessary, specify the position on the display in the window area "Output on conferees' displays" (Section 11.7.1, "Add and edit new conference groups" tab "Display", window area "Special display outputs", field "Display conferee's states to all conferees".
8.	Click **OK**. The subscriber is now entered in the list "Inactive subscribers."
9.	Now highlight the newly included subscriber and click the button to add him to the conference (Section 11.9.3, "Moderate and end conferences").

Table 11-23 Add listed subscribers ad hoc to a conference

11.9.5 Add unlisted subscribers ad hoc to a conference

During an active conference, the moderator is entitled to add unknown subscribers to the conference, i. e. subscribers who are not yet included in the subscriber list.

Proceed as described below:

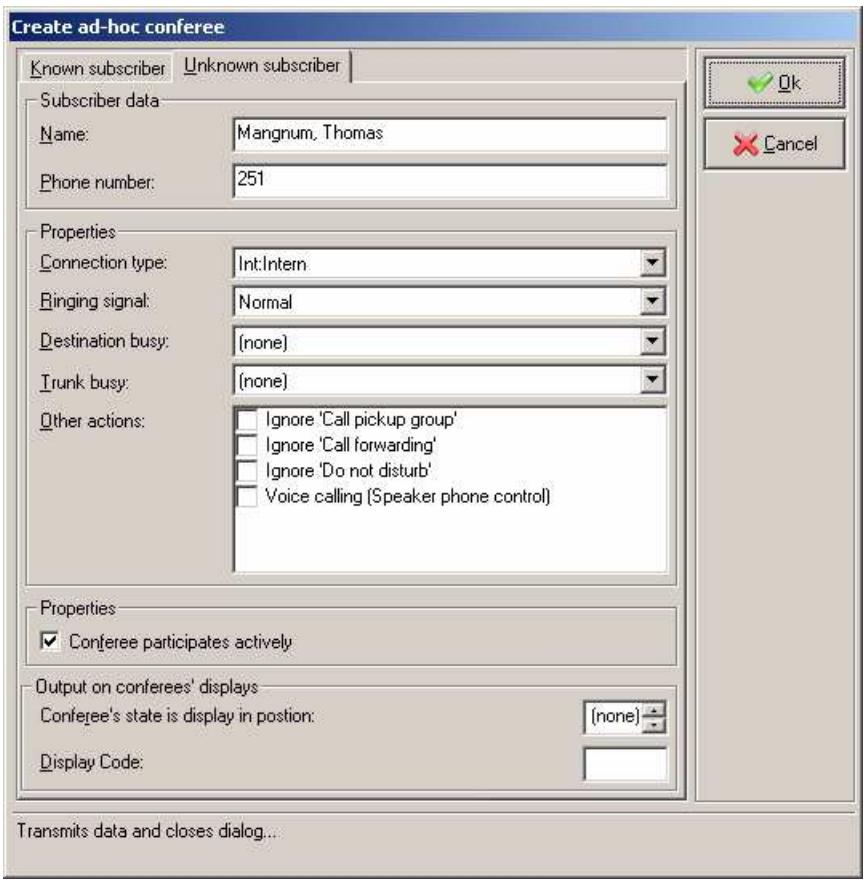
No.	Step
1.	Start the Operator-Tool and log in.
2.	Assume the moderating of the conference in question (Section 11.9.3, "Moderate and end conferences").
3.	Click on to add a subscriber on the fly. This will open the window "Create ad hoc conference conferee": 
4.	Select the tab "Unknown subscriber".
5.	Enter the required settings. For a detailed description of the fields in the window areas "Subscriber data" and "Properties" please see Chapter 7, "Create and Administrate Subscribers".

Table 11-24 Add unlisted subscribers ad hoc to a conference

No.	Step
6.	Check the box "Conferee participates actively" in the window area "Properties" if you want the conferees to have the right to speak during the conference (the floor).
7.	If needed, specify in the window area "Output on conferees' displays" the position on the display and the corresponding display code (Section 11.7.1, "Add and edit new conference groups", tab "Display", window area "Special display outputs", field "Display conferee's states to all conferees").
8.	Click **OK**. The subscriber is now entered in the list "Inactive subscribers."
9.	Now highlight the newly included subscriber and click to add him to the conference (Section 11.9.3, "Moderate and end conferences").

Table 11-24 Add unlisted subscribers ad hoc to a conference

11.9.6 Extend an ongoing conference with the Operator-Tool

As moderator you can extend the length of a conference while it is in progress.

To do so, please follow the instructions below:

No.	Step
1.	Start the Operator-Tool and log in.
2.	Assume the moderating of the conference in question (Section 11.9.3, "Moderate and end conferences").
3.	Click to extend the present conference. This will open the window "Extend running conference":
4.	If needed, adjust the time (up to total duration of max. 999 minutes).
5.	Click **OK**. The duration of the conference is now extended by the time entered.

Table 11-25 Extend an ongoing conference with the Operator-Tool

11.10 Operate conferences over the phone

This section shows you how to utilize the conferences from the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" that is used here is 4321. For a clear presen-- tation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

If no system announcements (e. g. "Please enter your PIN") are available or assigned DAKS will play a long tone, instead.

Please bear in mind that a PIN or operator rights might be required to operate conferences over the telephone.

11.10.1 Convene or join conferences

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Conferences - Convene or join" + ID of the conference to be convened or joined + your PIN, if required, e. g. "800 **40** 11“ If the respective "PIN required" box was checked in the conference group settings, DAKS will play a request announcement to "Enter PIN" or, if this announcement is not available, a long tone instead.
	Enter your PIN.
	The system responds according to the conference group settings and repeats the specified welcome announcement (or a long tone in its place) until at least a second conferee has joined the conference.
SUBS. IN CONF.	The conference initiator may (if so specified in the conference group settings) have this status information specifying the number of active conferees output on the display of his telephone set.. <Number> = 00: initiator is alone in conference <Number> = 04: Output of reached subscribers. The initiator is counted in the number of conferees.

11.10.2 Join active conferences from A to L (Operator)

This action can only be performed with special operator authorization and only makes sense for the operator moderating the conference via PC as it requires feedback via the PC screen (assignment of conference groups to active conferences A...L). Subscribers joining a conference in this way must have operator status in DAKS.

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Conferences - Join active conference A...L (Operator)" + your PIN, e. g. "800 **41** 4321“
	targeted entry into the active conference A...L by entering 1...12, e. g.: to enter into the active conference C you must enter "3"
	The system responds in keeping with the conference group settings, e. g. DAKS first plays an announcement and then switches you into the conference.

Due to the fact that the dial-in via the operator is a quasi "Active dial-in with PIN" (albeit via a different access), the same restrictions apply to the operator as to any other subscriber dialing in with a PIN (Section 11.8.2, "Description of the fields in the window "Edit conferee"").

11.10.3 Convene or join conferences with a dialog

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Conferences - Convene or join with dialog", e. g.: "800 **42**"
GROUPS ID?	Request announcement to "Enter ID" or a long tone if this announcement is not available.
	Enter the ID to convene over the phone or participate actively or passively.
	3-tone sequence as confirmation
PIN?	If the respective "PIN required" box was checked in the conference group settings, DAKS will play a request announcement to "Enter PIN" or, if this announcement is not available, a long tone instead..
	Enter your PIN. You can make any necessary changes by pressing the ***** key. The conference is convened or active or passive conference participation is started.
SUBS. IN CONF.	The conference initiator may (if so specified in the conference group settings) have this status information specifying the number of active conferees output on the display of his telephone set.. <Number> = 00: The initiator is the only one in the conference <Number> = 04: Display of the number of conferees reached. The initiator is counted in the number of conferees.

11.10.4 Extend active conferences A...L (Operator))

In operator-supported conferences, the operator can call the DAKS server to add extra minutes to a conference that is currently active but restricted in terms of its duration. Subscribers joining a conference in this way must have operator status in DAKS.

Note that if a known subscriber (with PIN) has already entered an active conference, this subscriber cannot extend the conference through consultation hold!

Proceed as follows:

Step by step	
	Enter the DAKS call number + dialthru code for "Conferences - Extend active conference A..L (Operator)" + your PIN, e. g. "800 **45** 4321“
	Enter the number of the active conference A...l (A = 1 etc.) that you want to extend, e. g.: to extend the active conference C you must enter "3"
	Request announcement for "Extending of conference" or a long tone if this announcement is not available.
	Enter the number of minutes this conference should be extended and complete your entry with the # key.
	3-tone sequence as confirmation The operator is then switched into the conference.

11.10.5 Add conferees ad hoc over the phone

In "Progressive conferences", i.e. conferences for which the field "Conference can be extended" was ticked in the "Properties" tab (Section 11.7, "Conference group administration", the first master is authorized to command the DAKS server over the phone to add ad hoc subscribers as new conferees into a conference.

If the field "Start with entry of call numbers if started by Operator" was also ticked on this tab, DAKS will, at the outset of the conference, request the first master to enter the phone numbers of the ad hoc subscribers.

As a rule, DAKS supports any telephone numbers to dial ad hoc subscribers unless either of the fields "Restrict ad hoc dialing to predefined conference members" or "Restrict ad hoc dialing to subscriber list entries" was ticked in the tab "Dialing in/out".

The below instructions to add subscribers on the fly (ad hoc) presuppose that you checked the field "Multiple call numbers possible for Progressive conferences under "Conference parameters" (Section 11.6, "Set the conference parameters").

Proceed as follows:

Step by step	
	Prerequisite: You are the first master in this conference and are actively participating in it
	Enter "***#**" to get to call number entry.
	DAKS will now temporarily remove you from the conference to avoid any disruption caused by your entries via DTMF signaling, and then play you an announcement prompting you to enter the call number(s) or a long tone if this announcement is not available.
<PNO># (*=DEL) or <PNO>#...<PNO># *	
	Now enter the call number of the subscriber you want DAKS to dial into the conference and finish it by pressing the "#" key. In the event to have entered a wrong number, press "*****" to delete the number and start again. **Note:** Please bear in mind that you must complement the number entered here inasmuch as to safeguard that DAKS will be able to dial this subscriber, i. e. you might have to add a prefix to support a trunk or exchange line, or other special prefix.
	Repeat this process for every other ad hoc subscriber you need to include in the conference.

To close this procedure, enter the "#" once again, i. e. press the hash key # twice in a row.

DAKS will now switch you back into the conference and begin to dial the call numbers you entered.
Here, each number will only be dialed once.

Should DAKS be unable to reach one or several of these ad hoc subscribers, for example because the number is no longer valid or the line is busy, a busy tone will be played into the conference (audible to all conferees).

If you did not check the field "Multiple call numbers possible in Progressive conferences", DAKS can accept no more than one call number and will switch you back into the conference as soon as you have completed your entry with the closing # key.

11.10.6 Delete ad hoc subscribers over the phone

If ad hoc subscribers are added as spontaneous conferees to "Progressive conferences", i. e. conferences for which the field "Conference can be extended" was checked in "Properties" tab (Section 11.7, "Conference group administration"), the first master of the conference may also release and remove the new conferees again from the conference.

For this purpose, the field "*9# available for Operator" needs to be checked in the conference parameters (Section 11.6, "Set the conference parameters").

Proceed as follows:

Step by step	
	Prerequisite: You are the first master in this conference and are actively participating in it
	Enter ***9** to toggle to the mode in which ad hoc subscribers can be released. DAKS will now temporarily switched from the conference to make sure that the conference is not interrupted as a result of more entries made through DTMF signaling.
<No> <Name> 2=ASCND, 8=DCND,	The display now outputs the user guidance followed by the call number/name of the subscriber that was added last.
	DAKS will now offer the following options: "**2**" to select the previous ad hoc subscriber, "**8**" to select the next ad hoc subscriber in the list, "**#**" to disconnect the selected ad hoc subscriber, and "*****" to leave this function without disconnecting a subscriber. Use "**2**" and "**8**" to scroll the list of ad hoc subscribers for the right call number or name and press "#" to release this subscriber. You will now be switched back into the conference.

11.10.7 Mute function

DAKS offers a mute function for conferees using a system telephone within the CorNet network (via keypad signaling).

Conferees who are actively participating in the conference (i. e. with the right to speak) may:

press # to switch themselves temporarily to mute and

press the ***** key to activate themselves again.

In this process, their status is output on the display:

MICROPHONE OFF

or

MICROPHONE ON

If one of the conferees has switched to mute in this way, the operator cannot activate him (protection from listening in). In return, conferees cannot activate themselves once they have been muted by an operator.

Please bear in mind that the first master or conferee with operator status **cannot** use the mute function for himself!

11.10.8 Convene conferences from M2 plus

This type of suffix dialing starts a conference via the red alarm button of the Gigaset M2 plus handset.

After the alarm button is pressed, the Gigaset M2 plus handset waits for a confirmation call from the called system and supports 3 options (see below).
If the callback is not received within the time period defined in the Gigaset M2 plus handset (normally 30 sec), the alarm activation will be repeated at least five times from the Gigaset M2 plus handset.

To use this function you need to define the following suffix dialing procedure in the Gigaset M2 plus handset, including, among other settings, the field "Mode" (1...3):

> The DAKS call number + dialthru code for "Conferences - Convene from M2 plus" + Group ID + PIN + Mode,
> e.g. "800 **46** 11 4321 3".

When the alarm is set off, DAKS will analyze the received mode and, in the confirmation call-back, transfer the matching CLI (see Section 4.2, "Edit basic parameters").

In return, the Gigaset M2 plus validates the CLI received from DAKS and respond as follows:

- CLI of Mode **1**:
  The Gigaset M2 plus handset recognizes the confirmation call and in doing so stops to repeat the conference activation and cuts the connection to DAKS.
- CLI of Mode **2**:
  The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the conference activation and activates the microphone of the Gigaset M2 plus handset.
  In this way, a subscriber reached in the conference can, unnoticeable by others, hear all sounds and noises in the area surrounding the alerting subscriber.
- CLI of Mode **3**:
  The Gigaset M2 plus handset recognizes the confirmation call, stops to repeat the conference activation and activates handsfree set of the Gigaset M2 plus handset. In this way a member reached in the conference can communicate directly with the initiator.

NOTE:
In the event DAKS does not receive a call number of the Gigaset M2 plus when the conference is started, the system will not be able to send the confirmation call. The conference is started nonetheless.

11.11 Convene conferences via digital inputs

DAKS supports up to 16 digital inputs that are switched directly at the DAKS server, and/or up to 704 distributed digital inputs carried to the DAKS server via Profibus DP technology.

Depending on its setup (Section 4.10, "Administrate inputs and outputs"), the activation of a digital input can lead to the initiation of a conference.

In this context, if the maximum number of simultaneous conferences is exceeded, all events will be temporarily stored and the conferences to be started activated at a later point in time.

Conference can only be started via digital input if at least one master is in the conference group.

When the conference group is activated, the first call number of the conferee is dialed at first. If DAKS is unable to reach this number it will proceed to the second call number. As soon as the conferees have been reached they are automatically moved to the conference.

12 Create and Administrate Call Profiles

Overview

This chapter shows you how to create and administrate call profiles. It covers the functions provided by the Administrator-Tool as well as the functions that can be carried out from the Operator Tool and over the telephone.

Content

This chapter covers the following areas:

12.1 Overview of call profiles

12.2 Dependence of call profile settings on other settings

12.3 Examples of call profiles

12.4 Create a "Personal call"

- 12.4.1 Call several phones of one person in parallel
- 12.4.2 Dial a new subscriber during call phase 2
- 12.4.3 Confirm the call acceptance with a code
- 12.4.4 Create an active number for worldwide "Follow-Me"
- 12.4.5 Only authorized callers to reach a subscriber (call screening)
- 12.4.6 Initiate route optimization
- 12.4.7 Callback call following a pager call

12.5 Create a group call

- 12.5.1 Call several team members from one number
- 12.5.2 Play information announcement before forwarding a call to a group member

12.6 Quick overview: Create a new call profile

12.7 Set call profile parameters

12.8 Administrate call profiles

- 12.8.1 Add and edit a new call profile
- 12.8.2 Delete a call profile
- 12.8.3 Edit and delete call profile references

12.9 Administrate call profile targets

- 12.9.1 Add a new call profile target
- 12.9.2 Edit a call profile target
- 12.9.3 Delete a call profile target

12.10 Call profiles with authorized subscribers

12.10.1 Authorize subscribers for a call profile (call screening)
12.10.2 Edit "Level of call screening"
12.10.3 Delete subscribers from the list of authorized subscribers

12.11 Set up callback for "Personal calls"

12.11.1 Functionality
12.11.2 Setup the callback function

12.12 Forward calls to a call profile

12.13 Voice Mail as a call profile subscriber

12.14 Operate call profiles with the Operator-Tool

12.15 Administrate call profiles over the phone

12.15.1 Activate a call profile
12.15.2 Activate a call profile with a user dialog
12.15.3 Change active number with dialog
12.15.4 Edit the active number from a system telephone
12.15.5 Change active numbers from any telephone
12.15.6 Meet-me (callback following a pager call)
12.15.7 Change call screening with dialog
12.15.8 Activate a current announcement
12.15.9 Deactivate the current announcement

12.1 Overview of call profiles

DAKS accelerates and simplifies the accessibility of persons by using intelligent parallel and, where needed, sequential dialing of different destination numbers. For this purpose DAKS administrates up to 4000 call profiles.

All callers first reach the DAKS server that, in return, calls the assigned cordless handsets, either in one or in two call phases in keeping with the pertinent call profile, and establishes a connection.

Here, the system differentiates between two main types of call profiles:

- **Personal call**
  In a personal call, DAKS calls several telephone numbers belonging to one and the same person
- **Group call**
  In a group call, DAKS calls all members of a group

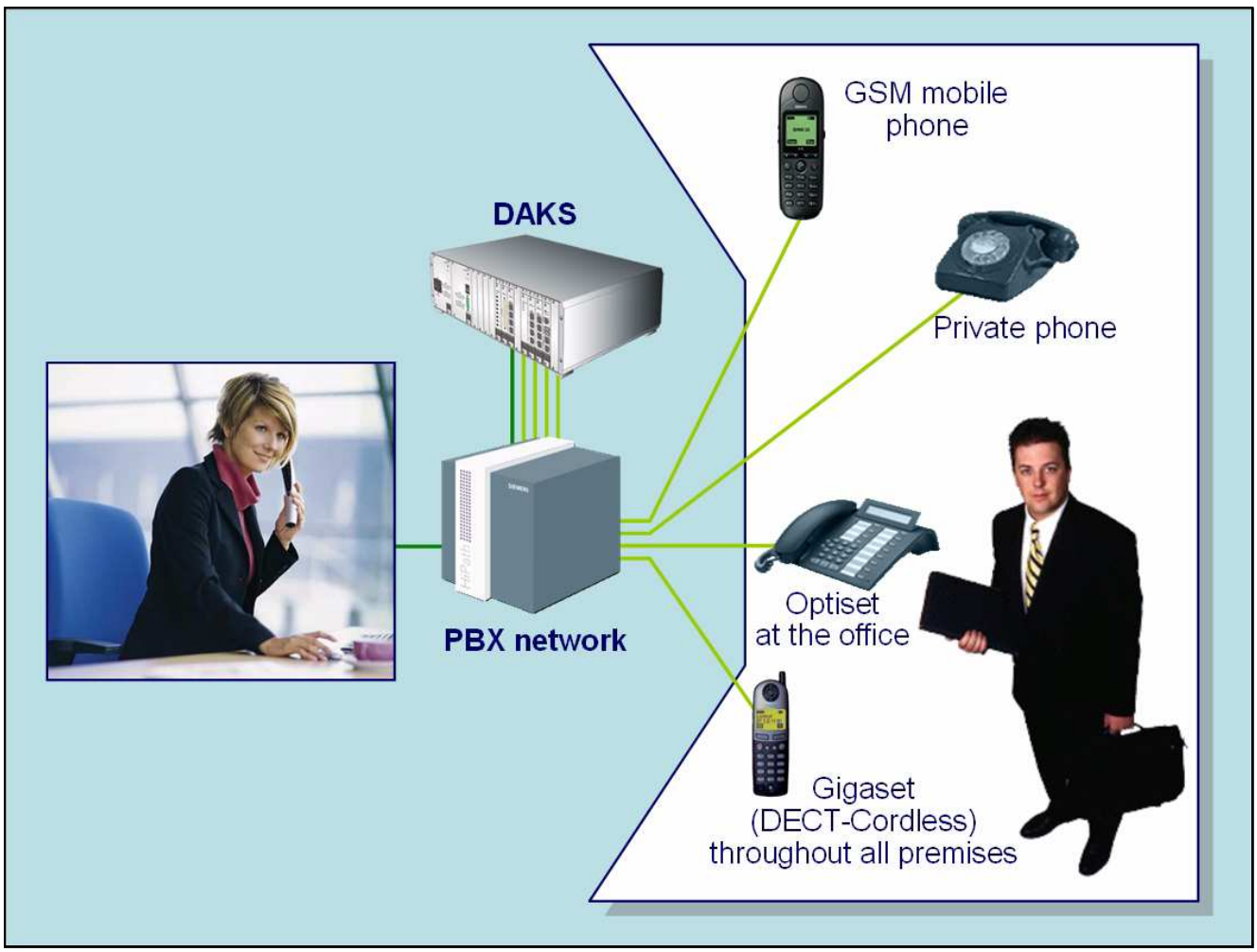


Image 12-1 Characteristics of a "Personal call" call profile

In DAKS, every group or person receives a virtual phone number to which the actual telephone numbers of this group or person are assigned.

Callers first reach the DAKS server that, in return, calls the assigned targets. These targets (users) can be called either all at the same time or, within the subscriber list of the target that shall be reached, one destination number after the other, incl. for example on weekends and on a time-independent basis, and on the basis of the login status of the targets that shall be reached.

DAKS connects the first subscriber to be reached with the caller and releases all other connections.

Within the HiPath network, DAKS applies CorNet-specific performance features such ignore call pickup groups, call forwarding and alarm call functions, but also route optimization by releasing its channels as soon as a call is switched through for optimized efficiency.

If needed, called persons can receive a notification announcement before switching their call through, e. g. "You have a personal call".

In addition, DAKS can also request confirmation from called persons by entry of a call acceptance code, e. g. to prevent answering machines or family members answering a call.

Active Number

In order to reach persons at sites that have not yet been stored in their call profile, you can temporarily overwrite existing profiles at any time using the so-called "Active Number". This can be done with any DTMF-capable or HiPath system telephone set.

It enables a worldwide "Follow-Me", i.e. the forwarding of all or only of specific calls to a designated telephone number. Alternatively, incoming calls can also be redirected to an announcement.

Call screening

The following settings can be made from any DTMF-capable telephone or system telephone:

- Activation of Call Screening, i. e. verification of the caller’s number,
- and, if selected, definition of the hierarchy level required by the user (subscriber) to be entitled to activate the Call Profile.

Non-authorized subscribers either reach a busy signal, are played an announcement, or are forwarded to another subscriber, e. g. to the secretary’s desk.

Examples of applications

Depending on the configuration of the call profile you can use DAKS to realize a series of different applications, for example:

- VIPs receive a singular "Personal Number" for all targets that are already assigned or currently attributed to their name.
- Subscribers using cordless handsets and moving throughout the transmission range of several cordless systems can be reached at a single directory number, even if the different cordless systems through which they are moving are not mutually compatible for roaming.
- Telecommuters can be reached at a virtual directory number that needs not be linked to any specific workstation.
- To reach a member (any) of a mobile team as quickly as possible, DAKS calls all members of that team in parallel.
- For a technical hotline, DAKS provides an intelligent automatic call distribution feature (ACD), incl. queuing if too many calls arrive at once and with the option to insert up to 10 most recent fault announcements with opening and transition announcement before the start.
  Everybody calling to report a fault or malfunction that is already known will automatically be informed and thus not burden or bloc the hotline unnecessarily.
- To ensure that mobile VIPs reach one of the call attendants quickly and hedge all queuing, the DAKS server will call all attendants in parallel. Here, the system will output the name of the calling VIP but not the number of the telephone he is currently using.
- DAKS also sets up a standby service consisting of several persons.
  Callers are normally switched through to a free agent. Alternatively, callers can also be requested via voice announcement to select the correct agent by entering a corresponding code.
  The standby staff itself can "report for duty" from any telephone, thus enabling a flexible and dynamic staffing of the standby service.

12.2 Dependence of call profile settings on other settings

In addition to the windows used to administrate the call profiles, there are other windows that also influence the call profiles.

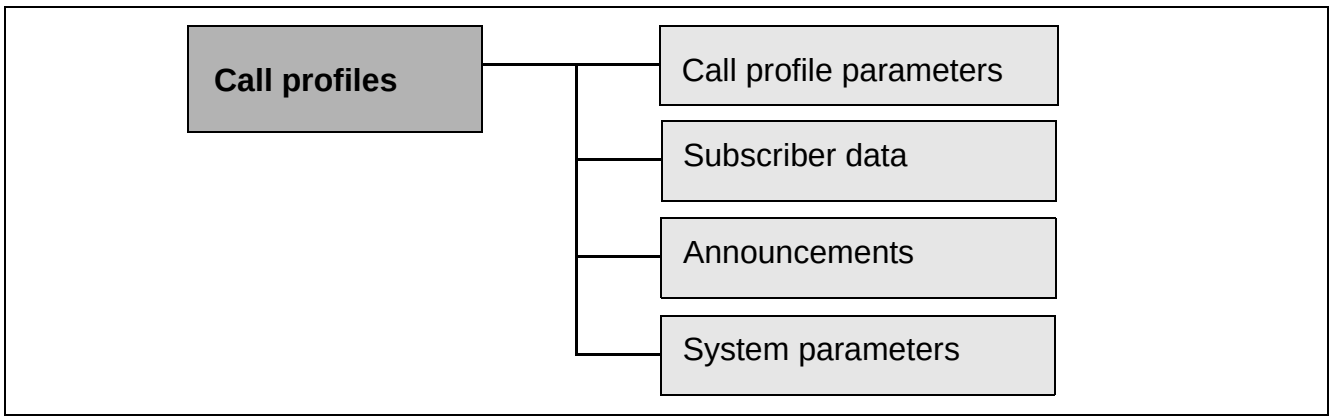


Image 12-2 Dependence of call profile settings on other settings

Call profile parameters
The parameters of the call profile determine the basic settings for all call profiles (Section 12.7, "Set call profile parameters").

Subscribers:
Each call profile is assigned at least one subscriber (max. 20) (Chapter 7, "Create and Administrate Subscribers").

Announcements:
Call profiles can be assigned announcements. Only created and recorded announcements can be assigned (Chapter 6, "Create and Administrate Announcements").

System parameters:

- **Time segments**
  In call profiles, DAKS keeps to the time segments that are assigned to the individual subscribers or destinations, respectively (Section 4.4, "Define time segments").
- **Client groups**
  Call profiles can be assigned client groups. If so, these profiles can only be administrated by the members of that group (Section 4.7, "Set up clients").
- **Dialthru codes**
  The dialthru codes define the code combinations that enable the activation and control of the call profiles (Section 4.5, "Define the Dialthru codes").
- **Connection types**
  The connection types determine the routes that may be used, e. g. for in-house or internal calls, external calls or pager calls (Section 4.3, "Set up connection types").

- **Basic parameter**
  Basic parameters are used to store the tie trunk (tie line) code of the DAKS server (Section 4.2, "Edit basic parameters").
- **Output texts**
  Output texts define how the user guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling (Section 4.12, "Specify output captions").

12.3 Examples of call profiles

Call profiles can be used to realize a wide range of complex call scenarios. In the examples below, we will introduce solutions and then extend them step by step to meet even the most sophisticated requirements.

Please bear in mind that the below case studies build on each other and are intended to assist you in developing your own solutions. They cannot, however, cover the vast range of combination options that are offered by DAKS.

The examples cover only the most important steps and settings. A more detailed description can be found in the sections that follow thereafter.

12.4 Create a "Personal call"

The examples in this section show you how to configure a "Personal call".

12.4.1 Call several phones of one person in parallel

Requirements:
DAKS shall call one person at several telephones in parallel. The telephone that answers first will take the call while all other connections are released. If one of the subscriber destinations is busy, the caller shall hear a busy signal.

Solution:
Follow the instructions below to create a "Personal call":

No.	Step	Section
1.	Create a subscriber for each target at which that person (user) shall be reached, e. g.: Bauer (office), Bauer (DECT), Bauer (cell phone), and assign the corresponding phone numbers to "destination 1".	Section 7.4.1, "Add new and edit existing subscribers"
2.	Create a call profile and assign the created subscribers as a target.	Section 12.6, "Quick overview: Create a new call profile"
3.	Go to the window "Edit Call Profiles", tab "Process", and set the field "Maximum number of parallel calls" to 1. Set the selection fields "During phase 1" and "During phase 2" to "Clear down call".	Section 12.8.1, "Add and edit a new call profile"
4.	Test the call profile.	Section 12.15.1, "Activate a call profile"

Table 12-1 Create a "personal call", call several phones of one person in parallel

12.4.2 Dial a new subscriber during call phase 2

Requirements:
If DAKS is unable to reach the wanted person in the call phase 1, the system shall dial a different person in call phase 2, e.g. a personal assistant or private/home phone. If so, DAKS shall playback an announcement to the caller, signaling that the system is trying to reach the wanted person at a different line.

Solution:
Follow the instructions below to call another person in phase 2:

No.	Step	Section
1.	Assign another phone number (destination 2) to at least one subscriber listed as a target in the call profile of the person in question, e. g. the phone number of the personal assistant or secretary's office. You may also assign a subscriber for whom only the destination 2 was entered. Note that this subscriber will not be considered by DAKS during call phase 1.	Section 7.4.1, "Add new and edit existing subscribers"
2.	Go to the window "Edit call profile", tab "Announcements", and assign an announcement (default 2 or 9337) to the field "During phase 9338".	Section 12.8.1, "Add and edit a new call profile"
3.	In the "Announcements" tab, also check the box "Play as call-forwarding before phase 2" if you want DAKS to play the entire announcement before proceeding to call phase 2. This allows the caller to hang up before DAKS calls the person (subscriber) e. g. at his private home.	Section 12.8.1, "Add and edit a new call profile"
4.	Test the extended call profile.	Section 12.15.1, "Activate a call profile"

Table 12-2 Set up a personal call and select the calling of another person in call phase 2

12.4.3 Confirm the call acceptance with a code

Requirements:
The target of a "personal call" (e. g. home phone) must enter an ’accept calls’ code before the caller is thru-connected. This feature makes sure that no call is accidentally switched through to an answering machine or to other family members.

Solution:
Follow the instructions below to create a "Personal call" with accept calls code:

No.	Step	Section
1.	Assign default announcements to the call profile parameters so that the caller can be requested to enter the accept calls code.	Section 12.7, "Set call profile parameters"
2.	Go to the window "Edit call profile", tab "Process", and assign a number with max. 4 digits to the field "Code".	Section 12.8.1, "Add and edit a new call profile"
3.	Open the call profile target to confirm the call accept by code and check the box "Accept code required".	Section 12.9.2, "Edit a call profile target"
4.	Test the extended call profile.	Section 12.15.1, "Activate a call profile"

Table 12-3 Create a personal call, confirm the call acceptance with a code

12.4.4 Create an active number for worldwide "Follow-Me"

Requirements:
A businessman on a business trip wants to be reached at a place that has not yet been stored in his call profile. For this purpose he wants to temporarily overwrite his "Active Number" to achieve "Follow-Me" from any DTMF-capable telephone.

Solution:
Follow the instructions below to enable a subscriber to change his "Active Number":

No.	Step	Section
1.	Go to the window "Edit call profile", tab "Process", and assign a number with max. 4 digits to the field "Access ID". This ID gives you authorization to assign an "Active Number".	Section 12.8.1, "Add and edit a new call profile"
2.	Change the "Active Number" from any DTMF-capable telephone.	Section 12.15.3, "Change active number with dialog"
3.	Test the extended call profile.	Section 12.15.1, "Activate a call profile"

Table 12-4 Create a Personal call, creating an "Active Number" for worldwide "Follow-Me"

Here you can also select the forwarding of calls to an announcement stored in DAKS, or to a subordinate call profile (Section 12.15.3, "Change active number with dialog").

12.4.5 Only authorized callers to reach a subscriber (call screening)

Requirements:
A certain executive may only be reached by specific subscribers of a user list. Depending on the situation, the executive can determine the "Access screening level" that the caller must have to be switched through. Callers who are not authorized or who have a lower level shall be forwarded to another subscriber (e. g. the switchboard).

Solution:
Follow the instructions below to create a "personal call" with restricted access:

No.	Step	Section
1.	Go to the window "Edit Call Profiles", open the tab "Properties" and tick the box "Visualize call screening (access control)".	Section 12.8.1, "Add and edit a new call profile"
2.	Assign an "authorized subscriber" from the subscriber list to the call profile.	Section 12.10, "Call profiles with authorized subscribers"
3.	Assign the authorized subscriber a "screening level".	Section 12.10.2, "Edit "Level of call screening""
4.	Change the "Access screening level" from any DTMF-capable telephone.	Section 12.15.7, "Change call screening with dialog"
5.	Test the extended call profile.	Section 12.15.1, "Activate a call profile"

Table 12-5 Create a personal call, only authorized callers shall be able to reach a subscriber (Call Screening)

12.4.6 Initiate route optimization

Requirements:
The DAKS-Server shall initiate route optimization as soon as the call is switched through. That is to say the DAKS-Server shall switch itself out of the connection and, in combination with HiPath, enable the use of the most cost-attractive connection route between the call partners, just as if it had never taken part in establishing the connection in the first place.

Solution:
Follow the instructions below to optimize the route when calls are put through:

No.	Step	Section
1.	Go to the window "Edit cal profile", tab "Properties", and check the box "Initiate route optimization".	Section 12.8.1, "Add and edit a new call profile"
2.	Test the extended call profile.	Section 12.15.1, "Activate a call profile"

Table 12-6 Initiate route optimization

12.4.7 Callback call following a pager call

Requirements:
A person is reached on a pager and wants to be connected to the caller from the nearest telephone.

Solution:
Follow the instructions below to enable callback after a call on a pager:

No.	Step	Section
1.	Go to the window "Edit Call Profiles", tab "Process", and check the box "Answering enabled". This field is only active if an access ID was entered.	Section 12.8.1, "Add and edit a new call profile"
2.	In the same window, tab "Display", use the field "DTMF message" to define the numerical output that shall appear on the pager.	Section 12.8.1, "Add and edit a new call profile"
3.	Test the function.	Section 12.15.6, "Meet-me (callback following a pager call)"

Table 12-7 Create a personal call, make a callback call following a pager call

12.5 Create a group call

Please note that the below group call case studies can also be combined with functions explained above in the examples of "Personal call". In this way, "Call screening" can, for example, also be activated for groups calls to ensure that DAKS will only connect selected subscribers from a user list, e.g. VIPs.

12.5.1 Call several team members from one number

Requirements:
Several team members shall be called in parallel from one telephone number. The member who picks up first shall be connected to the caller. All other calls shall be directed to the members of the team whose lines are not busy. If all members are ‘busy’, the caller is kept in a waiting queue and played an announcement until a member becomes free to answer his call.

Solution:
Follow the instructions below to create a group call:

No.	Step	Section
1.	Create a subscriber for each member of the team. Assign the corresponding phone number to "destination 1".	Section 7.4.1, "Add new and edit existing subscribers"
2.	Create a call profile and assign the created subscribers as a target.	Section 12.6, "Quick overview: Create a new call profile"
3.	Go to the window "Edit Call Profiles", tab "Process", and set the selection field "During phase 1" to "Repeat subscriber call", and the selection field "Maximum number of parallel calls" to the number of callers you want to allow (> 1). The number corresponds to the size of the wait loop. That is to say, more callers are allowed even if not all of them can be connected immediately.	Section 12.8.1, "Add and edit a new call profile"
4.	In the same window, tab "Announcements", use the selection field "During phase 1" to assign the announcement you want DAKS to play to the caller in the event all targets are busy and he is put in the wait loop.	Section 12.8.1, "Add and edit a new call profile"
5.	Test the call profile.	Section 12.15.1, "Activate a call profile"

Table 12-8 Create group call, call several members from one number

12.5.2 Play information announcement before forwarding a call to a group member

Requirements:
Callers shall be played an announcement before their call is forwarded to the hotline. In this way, faults that have already been reported can, for example, be communicated without the assistance of any hotline staff.

Solution:
Follow the instructions below:

No.	Step	Section
1.	Go to the window "Edit call profile", tab "Announcements", and use the selection field "Before calling targets" to assign the announcement that the caller shall be played before he is forwarded to a member of the team.	Section 12.8.1, "Add and edit a new call profile"
2.	Test the call profile.	Section 12.15.1, "Activate a call profile"

Table 12-9 Create a group call, play information before forwarding a call to group members

12.6 Quick overview: Create a new call profile

The DAKS server administrates up to 2000 call profiles. "Personal calls" and group calls can be realized through a variety of setting options to meet the most sophisticated requirements. The settings chosen in the call profile parameters apply to all profiles.

Quick start

For a quick overview, the table covers the most important steps needed to create and to start a call profile. The individual steps will be treated in greater detail in the later sections.

No.	Step	Section
1.	Start the Administrator-Tool and log in.	
2.	Add a new call profile and configure it.	Section 12.8.1, "Add and edit a new call profile"
3.	Add subscribers to the call profile.	Section 12.9.1, "Add a new call profile target"
4.	If necessary, change the call profile parameters.	Section 12.7, "Set call profile parameters"
5.	Test the call profile.	Section 12.15.1, "Activate a call profile"

Table 12-10 Create a new call profile, quick overview

12.7 Set call profile parameters

Follow the instructions below to set the parameters of the call profiles:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Select "Call profiles" in the tree view. This will open the list with profiles.
3.	Select "<Control panel>" in the list window and click on . The "Edit call profile targets" window will pop up.
4.	Make the settings in keeping with the ensuing field descriptions. Use the "Announcements" tab to assign all standard announcements in one step. To do so, make a right mouse click on the announcement list and tick "Set all entries to default".
5.	Click **Ok** to save your changes.

Table 12-11 Set call profile parameters

Description of the fields in the window "Edit call profile parameters"

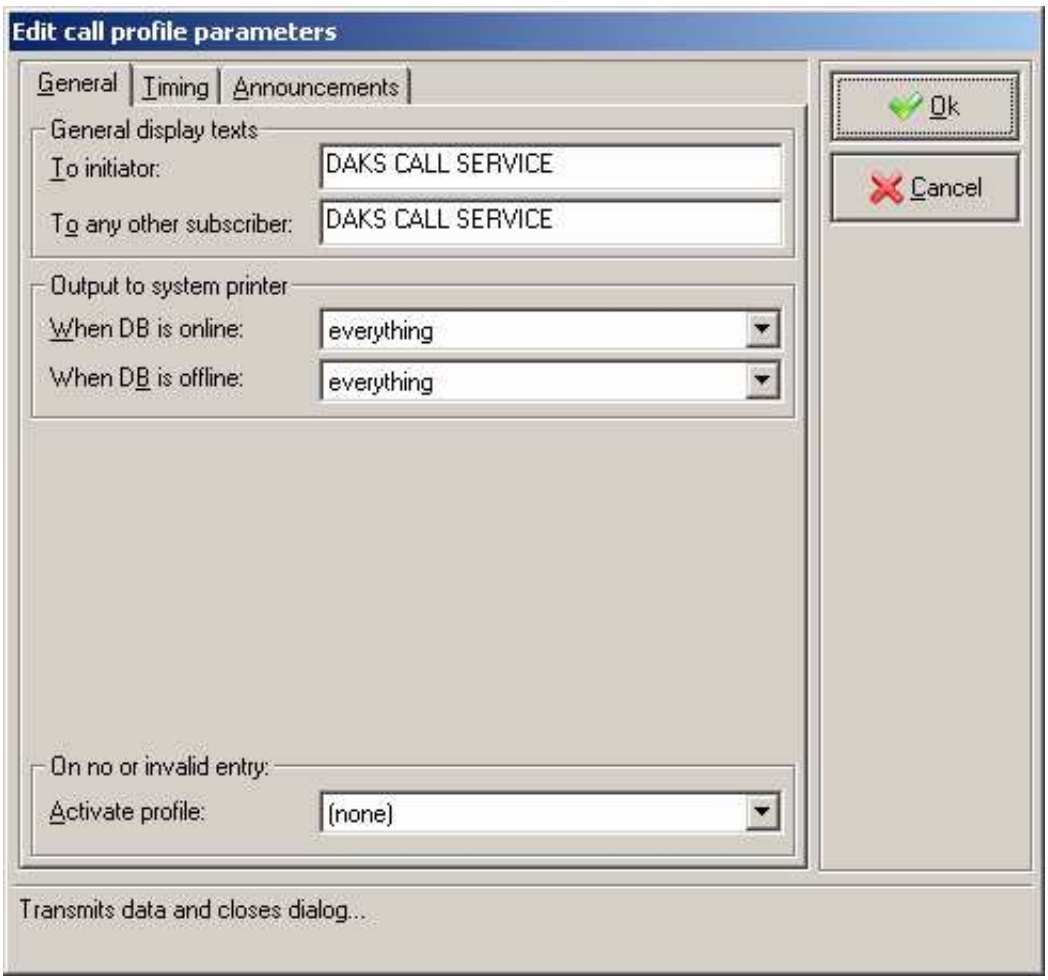
Field	Description
The tab "General" 	
Window area "Default display texts"	
To initiator	Edit field for the display message (max. 20 characters). DAKS generates an alphanumeric "display output" (Connected Name) for callers in the CorNet network using digital handsets. Please bear in mind that some cordless phones can only display capital letters and do not support any German umlauts. Please make sure that you take these features into consideration when you enter a text.
To any other subscriber	Same as for "To initiator", but with display output communicated to the subscriber.

Table 12-12 Description of the fields in the window "Edit call profile parameters"

Field	Description
Window area "Output to system printer"	
When DB is online When DB is offline	Selection field to determine what is logged by the system printer when DAKS-TTProcessServer (DB=database) is online/offline: • "none" • "calls only" • "changes of the active no. only" • "everything"
Window area "On no or invalid entry"	
Activate profile	This selection field determines if profiles shall be activated on no or invalid entry (e. g. the telephone switchboard), and if so, which ones.

Table 12-12 Description of the fields in the window "Edit call profile parameters"

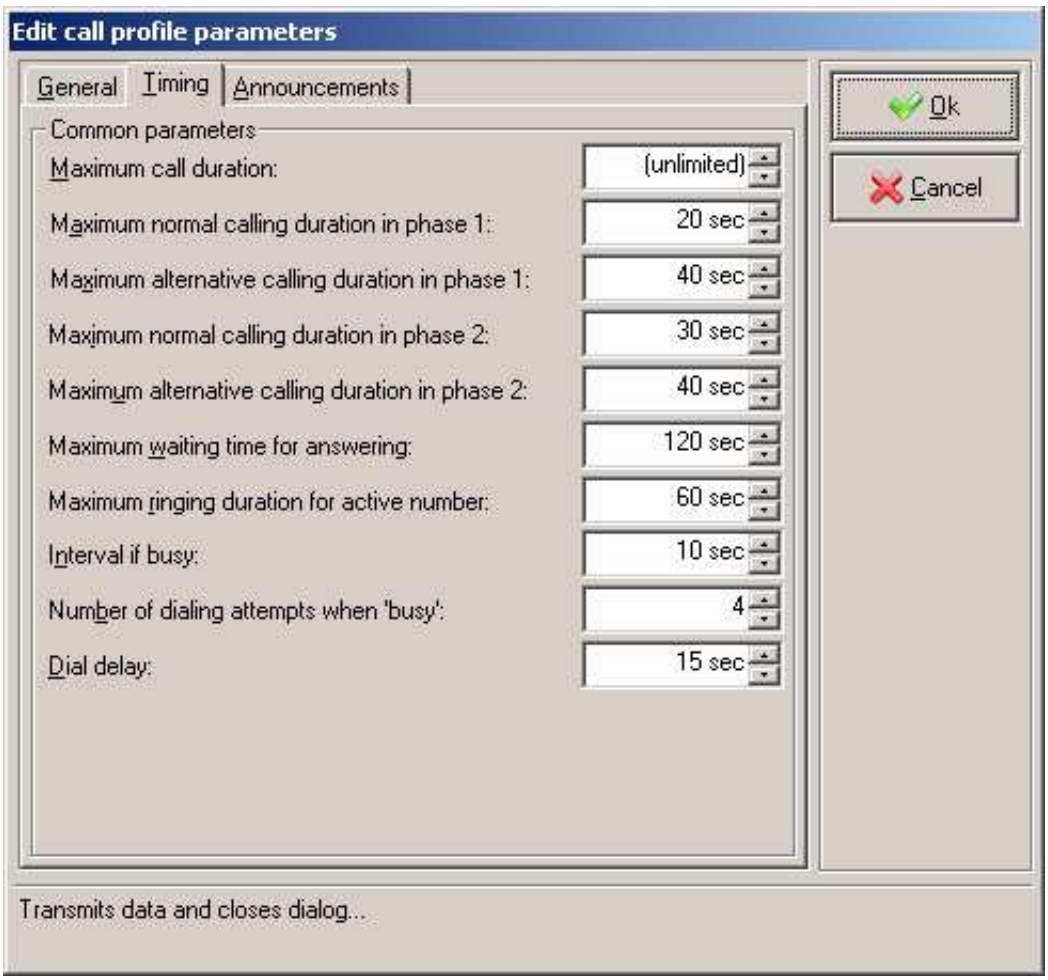
Field	Description
Tab "Time segments"	
	
Window area "Common parameters"	
Maximum call duration	This entry specifies if the call duration shall be unlimited or its maximum length before the call is automatically disconnected as soon as this time is exceeded (default "unlimited"). DAKS will play either warning tones or an announcement when disconnection a call (tab "Announcements", field "When duration time exceeded").
Maximum normal calling duration in phase 1	This entry determines the "normal" maximum calling duration in dial-up phase 1 (default 30 seconds).
Maximum alternative calling duration in phase 1	This entry determines the "alternative" maximum calling duration in dial-up phase 1 (default 40 sec.). It can be activated as an alternative to "call profile target".

Table 12-12 Description of the fields in the window "Edit call profile parameters"

Field	Description
Maximum normal calling duration in phase 2	This entry determines the "normal" maximum calling duration in dial-up phase 2 (default 30 seconds).
Maximum alternative calling duration in phase 2	This entry determines the "alternative" maximum calling duration in dial-up phase 2 (default 40 sec.). It can be activated as an alternative to "call profile target".
Maximum waiting time for answering	This entry determines the time available to a subscriber called via pager to call back to the DAKS server over a phone to be automatically connected to the caller (default 120 sec.).
Maximum ringing duration for active number	This entry determines the maximum ringing time for subscribers called via active number (default 60 sec.).
Interval if busy	This entry determines the waiting time between dial-up attempts on busy (default 10 sec).
Number of dialing attempts when 'busy'	This entry determines how often DAKS will try to reach a call profile subscriber whose line is busy if the field "Ignore if busy" is checked (default 4 attempts).
Dial delay	This entry determines the time delay at dial-up (default 15 sec.).
Tab "Announcements"	
Selection fields to assign announcements to the functions of the call profile. For a more detailed description of the default announcements that are included in the delivery please see Section 6.7, "Included announcements".	

Table 12-12 Description of the fields in the window "Edit call profile parameters"

12.8 Administrate call profiles

Call profiles can be set up by assigning one or more "call profile targets" for specific situations (e. g. group call). The profile is assigned a phone number from which it can be reached directly. However, call forwarding can also be achieved via a fixed telephone or a subscriber ID to ensure that the person can still be reached at his regular phone number (Section 12.12, "Forward calls to a call profile").

Please bear in mind that you must have the corresponding administrator rights to create and edit call profiles. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to carry out these operations (Section 7.5.3, "Administrator rights").

12.8.1 Add and edit a new call profile

Follow the instructions below to add or edit a new call profile:

No.	Step
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Click on the symbol in the menu bar, or select the call profile you want to edit and click on . This will open the window "Edit call profile":
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 12-13 Add and edit a new call profile

Description of the fields in the window "Edit call profile"

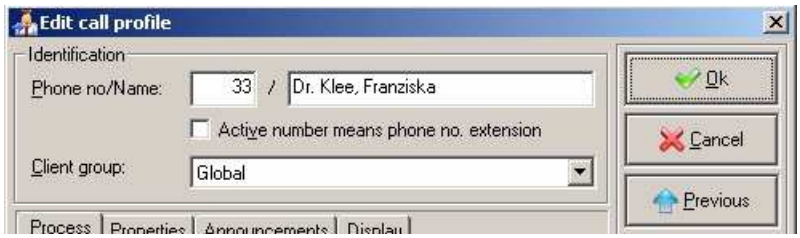
Field	Description
	
Window area "Identification"	
Phone number	Edit field for the phone number to activate the call profile (max. 4 digits).
Name	Edit field for a brief description of the call profile (max. 20 characters) for output in tables and list fields, e. g. the name of the subscriber or group.
Active number means Phone-Extension	If this box is checked in the superimposed profile, the active number that is presently entered will not be considered by the DAKS server as a destination (telephone number), but will be counted as extension of the identifier for the activation of a subordinate profile. This feature is for example recommended for standby teams consisting of several alternating staff members, each of whom shall be reached via an own call profile ("Personal number") at several phone numbers. Which of these profile shall be activated can easily be specified by calling DAKS direct via the "Active Number", e. g. by one of the members of the standby team. Example: • The superimposed profile carries the identifier 75 that contains all members of the service team, if necessary with multiple phone numbers. • The subordinate profiles carry the identifiers 751 ... 755. Each of these subordinate profiles now only contains the possible targets of a member of this team. • If, for example, Mr. Smith, who is assigned the profile no. 75**3**, starts his shift he sets the "Active Number" to his profile, i. e. to "**3**". DAKS will now direct all calls exclusively to the terminals stored in his profile.

Table 12-14 Description of the fields in the window "Edit call profile"

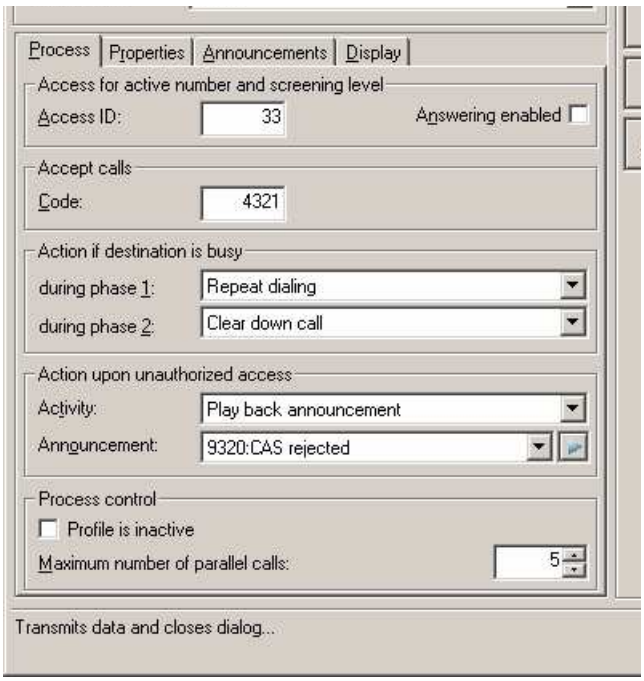
Field	Description
Client group	Selection field to assign a call profile to a client group. In default operation, the call profile is assigned to the group to whom the administrator who created the call profile belongs (Section 4.7, "Set up clients").
Tab "Process" 	
Window area "Access for active number and screening level"	
Access ID	Edit field for the identifier to set an "Active Number". The subscriber needs this ID to temporarily overwrite his profile with an "Active Number" over the phone.
Answering enabled	Check this box to enable the so-called notification channel function. This field is only active if an access ID was entered. Consequently, in calls that also include the dialing of pagers, a person informed via pager may call back to DAKS and will then be connected to the caller (Section 12.15.6, "Meet-me (callback following a pager call)").

Table 12-14 Description of the fields in the window "Edit call profile"

Field	Description
Window area "Accept calls"	
Code	Edit field for an up to 4-digit numeric code that must be entered by the called person to accept a call. This code ensures that calls are neither accidentally switched to family members answering the phone, nor to any answering machines. Check the box "Accept code required" in the window "Edit call profile target" to ensure that DAKS prompts called subscribers to enter the accept code.
Window area "Action if target busy"	
during phase 1	This selection field determines the action of the DAKS server in the first dial-up phase. • Clear down call: Typical for a "Personal call". If one of the subscriber destinations is busy, the caller receives a busy signal and DAKS releases (disconnects) the call. If no subscriber takes the call in the first dial-up phase, DAKS will initiate the second dial-up phase. • Repeat subscriber call: Typical for a "group call". DAKS attempts to reach a subscriber destination; if all destinations are busy, the caller is kept in a queue until one of the subscriber destinations becomes free. • Initiate second call phase: The DAKS server initiates the second dial-up as soon as it runs into a busy target during the first dial-up phase.
during phase 2	This selection field determines the action of the DAKS server in the second dial-up phase. • Clear down call: Typical for the continuation of the "Personal call". If one of the subscriber destinations is busy, the caller receives a busy signal and DAKS releases (disconnects) the call. • Repeat subscriber call: DAKS tries to reach a subscriber destination; if all destinations are busy, the caller is kept in a queue until one of the subscriber destinations becomes free.

Table 12-14 Description of the fields in the window "Edit call profile"

Field	Description
Window area "Action upon unauthorized access"	
Activity	This selection field determines the action that is triggered in the event of an unauthorized access (Section 12.10, "Call profiles with authorized subscribers"). ● Disconnect caller: The caller receives a busy signal. ● Play announcement: The caller is played an announcement. If this activity is selected, an additional field will open to select the announcement. ● Forward to subscriber: The caller is forwarded to another subscriber. If this activity is selected, an additional field will open to select the subscriber.
Announcement	Announcement to unauthorized callers: This field is only output if "Play announcement" was set in the field "Activity".
Subscriber data	Subscriber to whom unauthorized callers are forwarded. Only output if "Forward to subscriber" was set in the field "Activity".
Window area "Process control"	
Maximum number of parallel calls	This setting determines how often the call profile can be dialed at the same time (max. 99). If "1" is entered, the profile cannot be called a second time. Here, any other caller will receive a busy signal (typical for a "personal call"). For group calls this value virtually corresponds to the size of the queue for calls waiting, i. e. the system allows for a larger number of callers, even if not all of them can be connected instantaneously.

Table 12-14 Description of the fields in the window "Edit call profile"

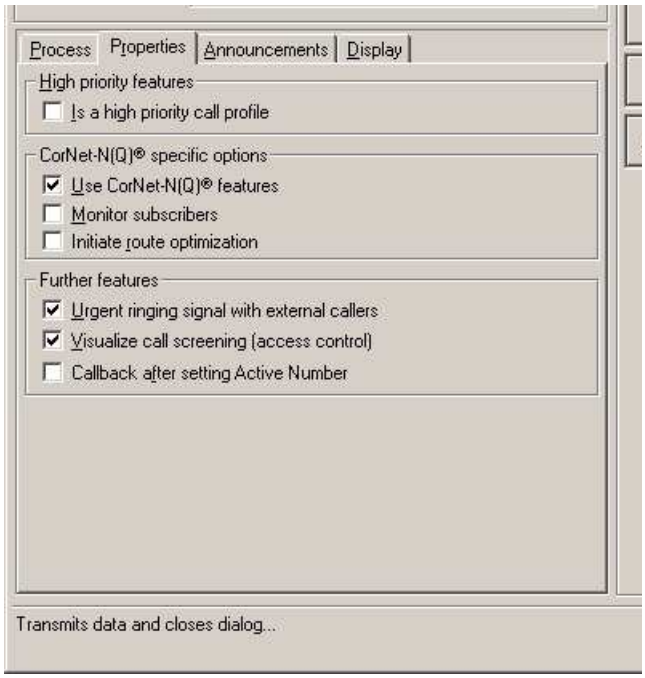
Field	Description
Tab "Properties"	
	
Window area "High priority features"	
Is a high priority call profile	If this box is checked, the profile is given high priority, i. e. DAKS will end all applications that are not high priority if this call profile is activated. This call profile cannot be terminated by other high priority applications.
Window area "Cornet-N(Q)® specific options". These performance features are only available within the CorNet network.	
Use Cornet-N(Q)® features	If you select this checkbox, system-specific features can be used if these are assigned to the subscriber destinations (e.g. camp on, call override/intrusion, emergency override). Here, the connection type assigned to the destination must be configured accordingly.
Monitor subscribers status	If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).

Table 12-14 Description of the fields in the window "Edit call profile"

Field	Description
Initiate route optimization	If this box is checked, the DAKS server will attempt to initiate route optimization as soon as the call partners are through-connected (path replacement). Here, the objective is to hand back the call to the telecommunications network and, in doing so, release two DAKS channels. Please note that this box can only be checked if the field "Monitor subscribers" is not ticked.
Window area "Further features"	
Urgent ringing signal with external callers	If this box is checked and internal (in-house) ringing is marked for a subscriber destination (Section 7.4.2, "Edit destinations"), the destination will receive an external ringing signal for external calls. This means that DAKS evaluates the phone number of the caller and generates the external urgent ringing signal if this number is unknown or begins with a zero.
Visualize call screening (access control)	If this box is checked, "authorized subscribers" can be added to the profile (Section 12.10, "Call profiles with authorized subscribers").
Callback after setting the active number	This field is only active if no announcement is entered for "Before calling targets". If this box is checked the number that is used to set the active number will be called for verification (Section 12.15.5, "Change active numbers from any telephone")
Selection of PA circuit	If this box is checked and the profile is activated through the dialthru code "Call profiles - Activate with dialog", enter the Profile ID to select the PA loudspeaker circuits that shall be connected, including the priority.

Table 12-14 Description of the fields in the window "Edit call profile"

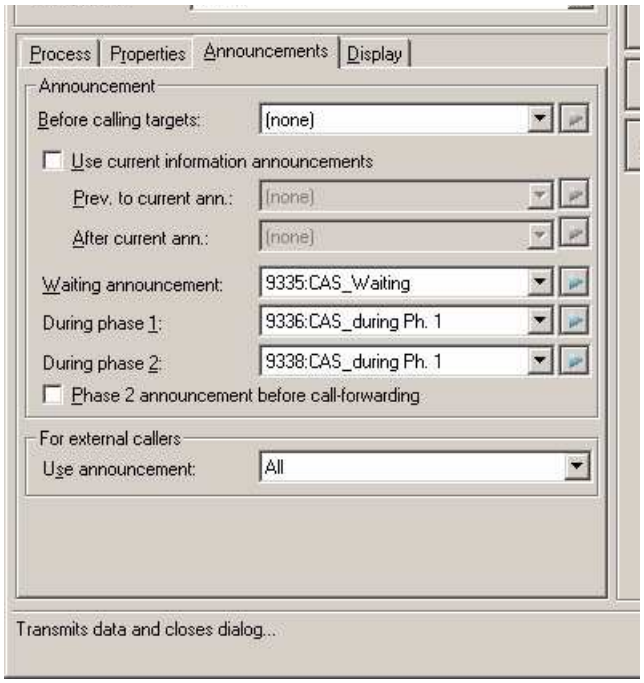
Field	Description
Tab "Announcements"	
	
Window area "Announcements"	
Before calling targets	This field is only active unless the field "Callback after setting the active number" is NOT ticked. Selection field for the announcement that shall be played by DAKS before it starts with the outgoing call. On condition it is entered and recorded here, DAKS will play this announcement once to every caller before the dial-up phases begins. If no announcement is entered and recorded here, DAKS will immediately proceed with the first dial-up phase. Note that "composed announcements" selected at this place are also valid even if not all integrated announcements are available. Please bear in mind that callers are charged for the connection after the first announcement played, also if they received an idle tone again afterwards.
Use most recent information announcements	If this box is checked, "current announcements" can be activated and/or deactivated over the telephone (Section 12.15.9, "Deactivate the current announcement"). Which announcements are played is determined by the fields "Previous to current announcement" and "After current announcement".

Table 12-14 Description of the fields in the window "Edit call profile"

Field	Description
Prev. to current ann.:	This selection field determines the welcome announcement that shall be played before the current announcements. Note that the announcement will only be played if the function "Use current information announcements" was previously activated over the telephone.
After current ann.	This selection field determines the closing announcement that shall be played after the current announcement. Note that the announcement will only be played if the function "Use current information announcements" was previously activated over the telephone.
Waiting announcement	This selection field determines the announcement that is played to the subscriber during the waiting phase.
During phase 1	This selection field determines the announcement that will be repeated during the first dial-up phase. If no announcement was assigned here, the caller will receive an idle tone (free signal).
During phase 2	This selection field determines the announcement that is repeated during the second dial-up phase. If no announcement was assigned here, the caller will receive an idle tone (free signal).
Phase 2 announcement before call-forwarding	If this box is checked, the announcement will be played once between the first and the second dial-up phase before second dial-up phase begins. During the second dial-up phase, callers will hear an idle tone (free signal). If the assigned announcement is not recorded, DAKS will immediately proceed with the second dial-up phase. Please note that the forwarding announcement is also played if there are no destinations for DAKS to call in the first dial-up phase.

Table 12-14 Description of the fields in the window "Edit call profile"

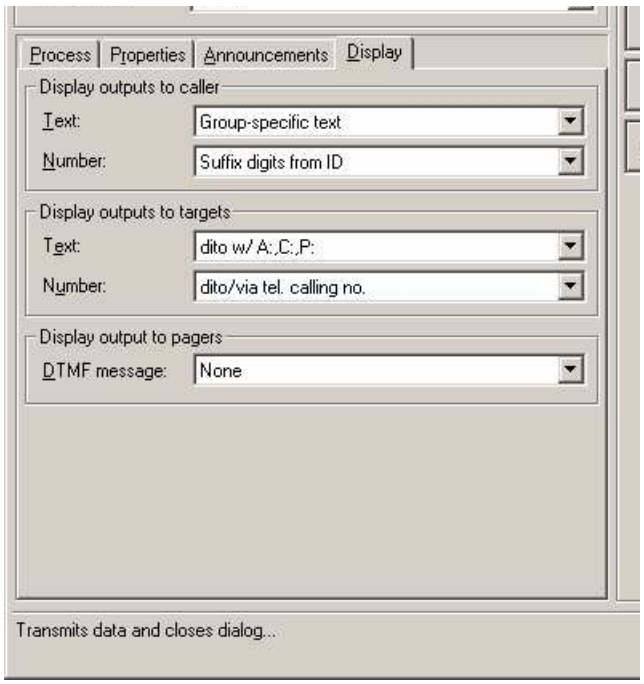
Field	Description
Window area "For external callers"	
Use announcement	Due to the fact that all external callers are charged for the connection from the start of the announcement, the beginning of the actual switching of the announcement can be specified to be different from that of the predefined announcement playback: • "All" announcements are played (default) • Announcements played "Launch with announcement during phase 1" • Announcements played "Starting with announcement during phase 2" (incl. call forwarding announcement, if needed) • "No" announcements played
Tab "Display" 	
The DAKS server can provide all callers and call profile subscribers with numerical and alphanumerical information on the call profile and on the caller. This information can also be used to assign telephone charges properly. As these options are also available in other applications they are described in detail in Section 4.16, "DAKS coupling with SigmaSys®".	

Table 12-14 Description of the fields in the window "Edit call profile"

12.8.2 Delete a call profile

Call profiles can only be deleted if no subscribers are assigned to them (Section 12.8.3, "Edit and delete call profile references").

Follow the instructions below to delete a call profile:

No.	Step
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Select the call profile you want to delete in the list window.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The call profile is deleted. If there still are subscribers assigned to the profile, the "Call profile references" window will pop up (Section 12.8.3, "Edit and delete call profile references").

Table 12-15 Delete a call profile

12.8.3 Edit and delete call profile references

The "Call profile references" window can be opened directly from the "Edit call profile" window. This windows shows the call profile targets that are assigned in the call profile. Use this window to edit or delete call profile targets.

If you try to delete call profiles that still have assigned subscribers, the "Delete call profile with references" window will open right away.

Follow the below instructions to edit or to delete call profile references:

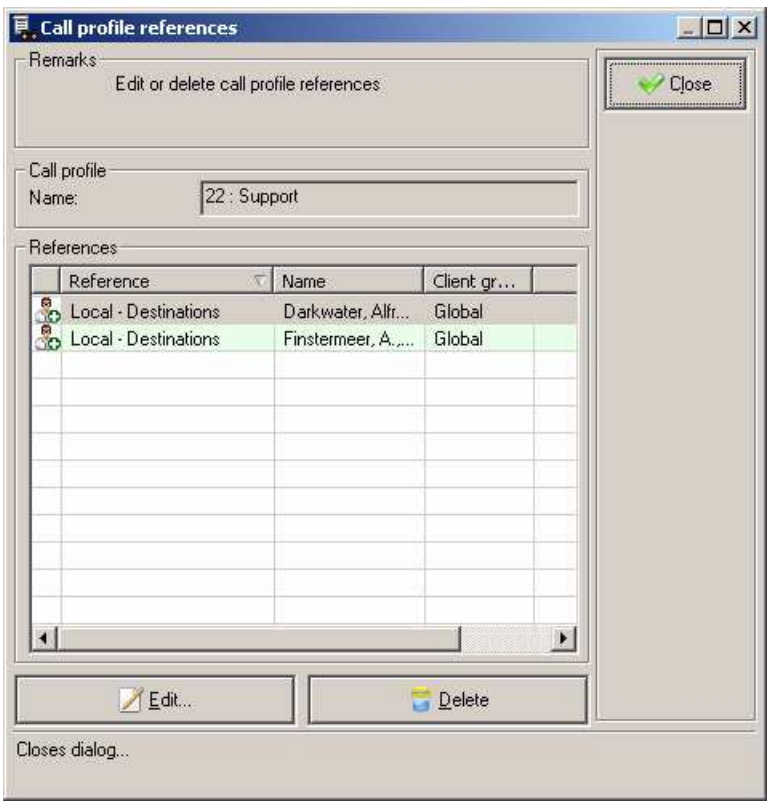
No.	Step
1.	Select "Call profiles" in the tree view. This will open the list with profiles.
2.	Double-click on the call profile you want to edit. This will open the window "Edit call profile".
3.	Click on **References**. The "Call profile references" window will open. 

Table 12-16 Edit and delete call profile references

No.	Step
4.	**Edit call profile references:** Select the correct reference entry and click on **Edit,** or double-click on the entry. This will open the window "Edit call profile target". Now make the required changes (Section 12.9.2, "Edit a call profile target"). **Delete call profile references:** In the window area "References" select the reference entries you want to delete and click on **Delete**. Confirm the prompt with **Yes**. The selected call profile references will be deleted. Once no more call profile references are left you can also delete the call profile itself.

Table 12-16 Edit and delete call profile references

12.9 Administrate call profile targets

The call profile target constitutes the reference to a subscriber. The settings assigned to the subscriber (e. g. "Time segments") are considered in the dial-up profiles. In addition, you can also make specific settings for the call profile target.

12.9.1 Add a new call profile target

Follow the instructions below to add a new call profile target:

No.	Step
1.	In the tree view, select the "Call profile" to which you want to assign a new call profile target. The list with call profile targets will be displayed.
2.	Click on the symbol in the menu bar. The "Add new call profile targets" window will be opened.
3.	Select the correct subscriber(s) from the list.
4.	Enter the relevant data (Section 12.9.2, "Edit a call profile target"). If you selected more than one subscriber, each of them will be added with the same settings.
5.	Select "Save as template" to use these settings as a template for the next new subscriber or member.
6.	Click on **OK** to save your entries. The call profile target is now assigned.

Table 12-17 Add a new call profile target

You can also copy a subscriber from the subscriber list to the call profile in the tree view using the mouse (Drag & Drop). The call profile target is immediately created. Proceed as described in Section 12.9.2, "Edit a call profile target" to enter all settings.

12.9.2 Edit a call profile target

Follow the instructions below to edit a call profile target:

No.	Step
1.	Select the correct "Call profile" in the tree view. The list with call profile targets will be displayed.
2.	Select the call profile target to be edited and click on . This will open the window "Edit call profile target".
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click **Ok** to save your changes.

Table 12-18 Edit a call profile target

Description of the fields in the window "Edit call profile target"

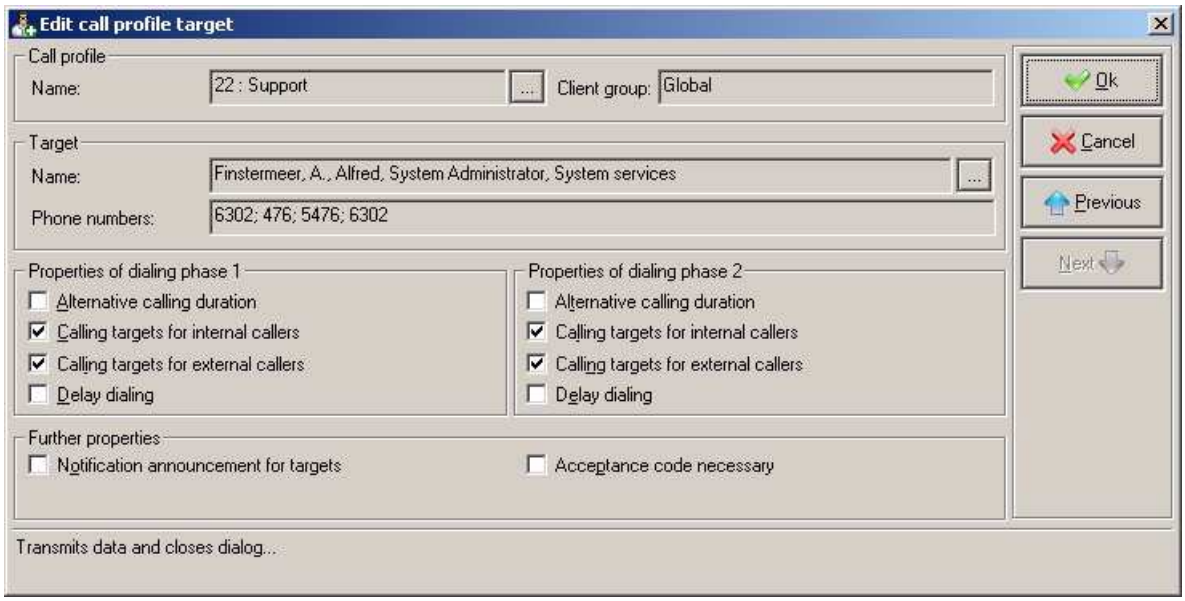
Field	Description
	
Window area "Call profile"	
Name	Output field that shows the ID and the name of the call profile. You can open the window for editing the call profile with the **[...]** button.
Client group	Output field that displays the client group of the call profile.
Window area "Targets"	
Name	Output field that displays the name of the assigned subscriber. You can open the window for editing the subscriber with the **[...]** button.
Phone numbers	Output field showing all of the destinations (telephone numbers) of the subscriber.
Window area "Properties of dialing phase 1"	
Alternative calling duration	If this box is checked, the maximum alternative call duration is used instead of the maximum call duration in phase 1 (window "Edit call profile parameters", tab "Time segments", field "Maximum alternative calling duration in phase 1"). This can also be to shorter than the regular call duration to prevent the call from being forwarded to a voice mailbox.
Calling destinations for internal callers	If this box is checked, DAKS will dial the destinations for internal calls.

Table 12-19 Description of the fields in the window "Edit call profile target"

Field	Description
Calling destinations for external callers	If this box is checked, DAKS will call the destinations for external calls.
Delay dialing	If this box is checked, the start of the dial-up of the destination will be delayed. You can set the time of the delay in the field "Delay dialing, tab "Time segments" in the window "Edit call profile parameters". This option enables you to define specific destinations that are not immediately dialed by DAKS (e. g. private phones).
Window area "Properties of dialing phase 2"	
Alternative calling duration	If this box is checked, the maximum alternative call duration is used instead of the maximum call duration in phase 2 (window "Edit call profile parameters", tab "Time segments", field "Maximum alternative calling duration in phase 2").
Calling destinations for internal callers	If this box is checked, DAKS will dial the destinations for internal calls.
Calling destinations for external callers	If this box is checked, DAKS will call the destinations for external calls.
Delay dialing	If this box is checked, the start of the dial-up of the destination will be delayed. You can set the time of the delay in the field "Delay dialing, tab "Time segments" in the window "Edit call profile parameters".
Window area "Further properties"	
Notification announcement before call	If this box is checked, the called subscriber is played a notification announcement (defined in window "Edit call parameters", tab "Announcements") before the call is switched.
Acceptance code necessary	If this box is checked, the called party must enter a registered accept calls code (registered in the window "Edit call profile", tab "Process", field "Code") to receive the call.

Table 12-19 Description of the fields in the window "Edit call profile target"

12.9.3 Delete a call profile target

Follow the steps below to delete call profile targets:

No.	Step
1.	Select the "Call profile" in the tree view from which you want to delete call profile targets. The list with call profile targets will be displayed.
2.	In the list window, select the call profile target you want to delete.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The call profile target is deleted.

Table 12-20 Delete a call profile target

12.10 Call profiles with authorized subscribers

Call profiles can be set to ensure that only authorized subscribers from the subscriber list can activate the profile. This option ensures, for example, that VIPs can only be called by a dedicated group of callers.

For each call profile you can specify up to 20 authorized subscribers authorized to activate a profile.

The following prerequisites must be met to use authorized subscribers:

- Go to the window "Edit Call Profiles", tab "Properties, and make sure that the box "Visualize call screening (access control)" is checked.
- Next, go to the window "Action upon unauthorized access", tab "Process", and define how DAKS shall respond to unauthorized subscribers.

12.10.1 Authorize subscribers for a call profile (call screening)

Follow the instructions below to authorize subscribers for a call profile:

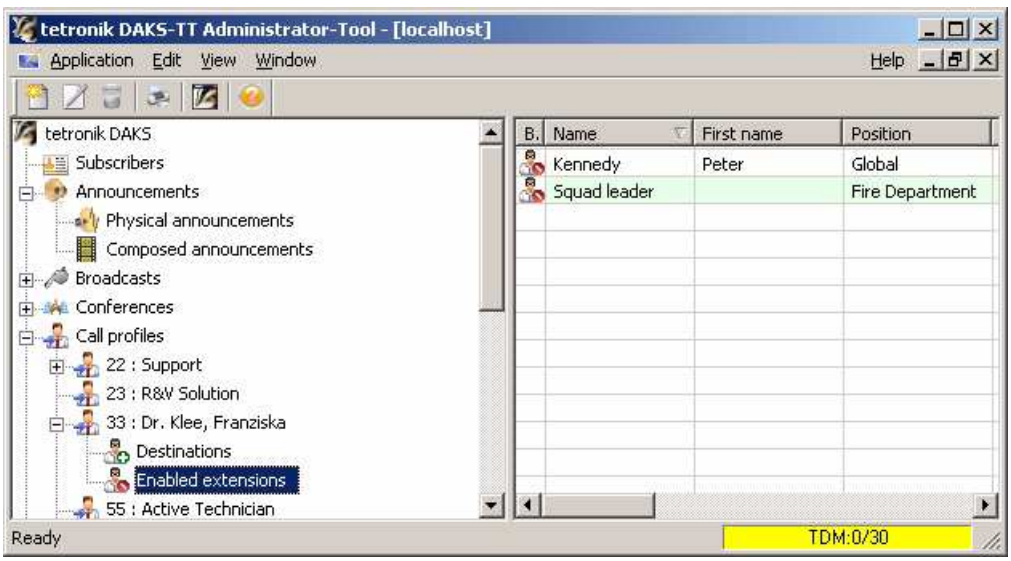
No.	Step
1.	Select "Enabled extensions". An empty list will be displayed in the right half of the window. 
2.	Double-click in the empty list. This will open the window "Edit subscriber's authorization to access call profile".

Table 12-21 Authorize subscribers for a call profile

No.	Step
3.	Select the wanted subscriber(s) and assign the proper "Level of call screening". You can assign values ranging from 0 to 9. The level determines from what point a subscriber can use the call profile. You can also select this level over the telephone (Section 12.15.7, "Change call screening with dialog").
4.	Click on **OK** to assign the subscriber(s) to the call profile.

Table 12-21 Authorize subscribers for a call profile

12.10.2 Edit "Level of call screening"

Follow the steps below to change the "Level of call screening" for a subscriber:

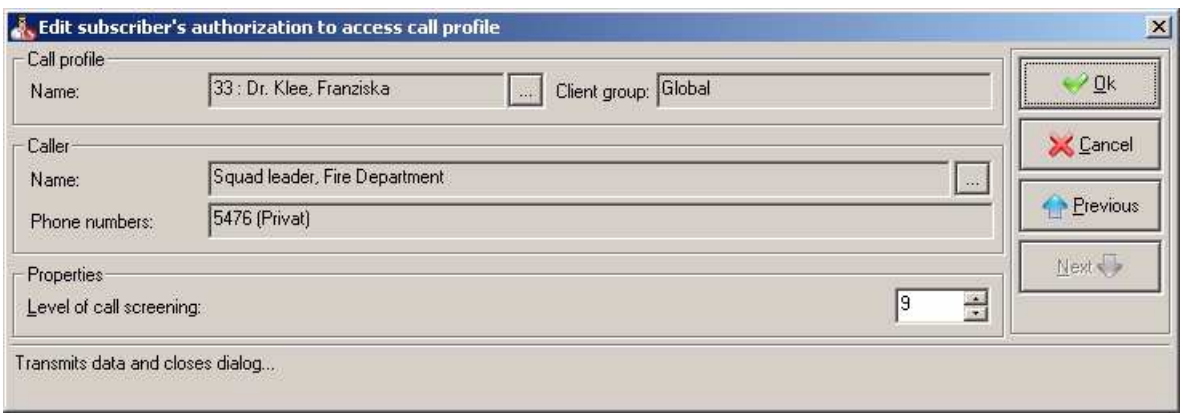
No.	Step
1.	Select the entry "Enabled extensions" in the call profile that you want to use to to edit the level of call screening for the subscribers.
2.	Select the subscriber you want to edit in the list and click on . This will open the window "Edit subscriber's authorization to access call profile": 
3.	Assign the correct "Level of call screening".
4.	Click **Ok** to save your changes.

Table 12-22 Edit "Level of call screening"

12.10.3 Delete subscribers from the list of authorized subscribers

Follow the instructions below to delete subscribers from the list of authorized or enabled subscribers:

No.	Step
1.	Select the entry "Enabled extensions" in the call profile in which you want to delete subscribers from the list.
2.	Select the subscriber entry to be deleted in the list window.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The subscriber will be deleted from the list.

Table 12-23 Delete subscribers from the list of authorized subscribers

12.11 Set up callback for "Personal calls"

This function is only available if DAKS is connected via CorNet-N to a Siemens PBX of the type Hicom 300/300E or HiPath 4000.

12.11.1 Functionality

The DAKS server can process up to 100 callbacks simultaneously. Please note in this context that each call can activate two or more callbacks.

Callbacks are stored for up to 8 hrs and can be deleted both by the caller and by the called person.

The callback function is only available in the CorNet network and in combination with "Personal calls" but without "Group calls", because a busy signal must be sent to the caller if one of the called destinations should be busy.

The following prerequisites must be met to enable the callback function:

- Route optimization must be applied.
- Callbacks can only be made during the first dial-up phase.
- The profile may not be enabled for repeated (multiple) activation.
- "Repeat subscriber call" may not be set for dial-up phase 1.
- "Callback possible" must be checked in the connection type of the targets.
- A dialthru code must be entered for "Callback (Call Completion)".

Behavior at callback

If one or more destinations are busy the callback function is activated for the first destination that was recognized by the system as busy. If no destination takes the call, DAKS will activate the callback function for all destinations.

As soon as there is a callback from one of these destinations, all requests for callback (mailbox lamp) connected with this call and output on the pertinent terminals are automatically deleted.

12.11.2 Setup the callback function

Follow the instructions below to set up the callback function:

No.	Step	Section
1.	Go to the window "Edit basic parameters" and enter the correct tie trunk code of the DAKS server in the field "Incoming code on callback".	Section 4.2, "Edit basic parameters"
2.	Next, open the window "Edit connection types" and check the box "Callback allowed" for all connection types you want to support callback (usually all in-house calls).	Section 4.3, "Set up connection types"
3.	Specify a dialthru code for "Call profile, callback (call completion)", (default 591).	Section 4.5, "Define the Dialthru codes"
4.	Make sure that the following settings of the subscriber are made in the window "Edit call profile": • "Clear call" in the selection field "during phase 1", tab "Process" • "1" in the field "Maximum number of parallel calls", tab "Process" • "Initiate route optimization" obligatory in tab "Properties" • No announcement ("Nothing") in the fields "Before calling targets" and "During phase 1", tab "Announcements" • "Ditto/via phone: calling no." in the field "Number" of the window area "Display outputs to all destinations" • "All dialthru codes" or "Dialthru codes from ID" in the field "Number", window area "Display outputs to all callers"	Section 12.8.1, "Add and edit a new call profile"

Table 12-24 Setup the callback function

If any of these settings is incorrect, no callback can be requested.

12.12 Forward calls to a call profile

A call profile can be reached directly via tie trunk code (DAKS phone number), followed by the dialthru code to "Activate call profile" and the assigned phone number (e. g.8005022).

If you prefer not to make the DAKS phone number publicly known, we recommend you set up call forwarding on the call profile (e. g. from a fixed terminal).

If this fixed terminal also constitutes a call profile target, you must select the entry "Ignore call forwarding" found under "Further properties" for this phone number. If not, the call will be redirected to its own call profile when calling the destination.

12.13 Voice Mail as a call profile subscriber

If a subscriber redirects his telephone to a DAKS call profile, e.g. to become available at a DECT cell phone or via GSM, but also wants to use the Voice Mail of his company's in-house PBX, the phone number of the Voice Mail can be entered in the call profile (normally in dial-up phase 2) as a destination with the connection type "Voice Mail" (Section 4.3, "Set up connection types").

The DAKS server will only call a destination of this kind if the call profile was activated by call forwarding so that HiPath/Hicom sent a "Redirecting Number" to DAKS when the profile was activated.

If the call is outgoing, DAKS will then initiate a "Forwarded Call" and mirror both the received "Redirecting Number" and the received "Redirecting Name" to the sending side.

In doing so, the Voice Mail server obtains the necessary correlation to the relevant subscriber for whom it shall take the message.

12.14 Operate call profiles with the Operator-Tool

To operate call profiles through the Operator-Tool you need to have the corresponding administrator and operator rights, as well as a password.

The Operator-Tool provides options to set, edit or delete the current active number or the level of call screening:

Column	Description
 The system only outputs call profiles for which an active number and/or a call screening level currently set.	
Columns of the list area	
Start ID	ID of the call profile
Name	Name of the call profile
Client group	Client group to which the call profile is assigned.
Active No.	The active number that is currently set. It can constitute either • a call number (normal font and color), • a subordinate call profile (text throughout entire line is red), or • an announcement defined in DAKS (text in cell is blue and in bold print).
Level of call screening	Current level of call screening

Table 12-25 Rendition of the call profiles in the Operator-Tool

12.14.1 Add or edit a current active number or level of call screening

Follow the below instructions of add or edit a current active number or level of call screening:

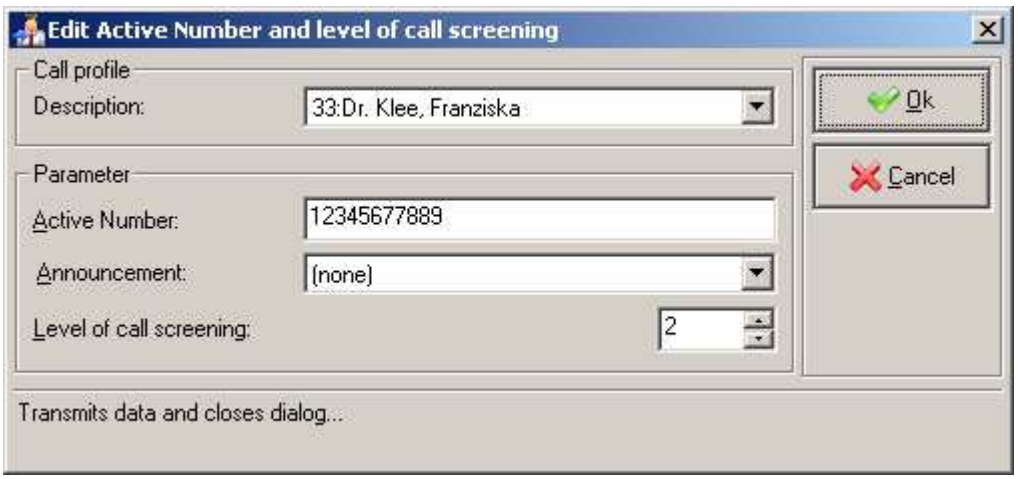
No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	Select "Call profiles" in the tree view.
3.	Make a right mouse click in the list area • in an empty line and select from the context menu "New...“ to add a current active number or level of call screening to a call profile, or • directly onto the entry that you want to edit, and select from the context menu "Edit..." to edit a currently set active number or level of call screening for a call profile.
4.	This will open the window: 
5.	To • add a call profile, select in the field "Description" the call profile for which you want to set the active number or level of call screening. • edit a call profile, the field "Description" will read the ID and the name of the call profile.
6.	Depending on the property "Active Number means phone no. extension" (Section 12.8.1, "Add and edit a new call profile") of the call profile, the edit field "Active Number" will, if needed, become a selection field. • Edit field: Enter a valid and complete call number. • Selection field: Choose the call profile to which you want to redirect.
7.	To redirect the call profile to a DAKS internal announcement, select from the field "Announcement" the announcement you want to use. Notes: After a valid announcement has been selected, the edit or selection field "Active Number" is automatically disabled.

Table 12-26 Add or edit a current active number or level of call screening

No.	Step
8.	The edit field "Level of call screening" is only visible if the property "Call screening" was also set for the call profile (Section 12.8.1, "Add and edit a new call profile"). Now define the level of call screening ("(none)", "1"... "9").
9.	Click on **OK** to save the current information.

Table 12-26 Add or edit a current active number or level of call screening

12.14.2 Delete a current active number or level of call screening

Follow the below instructions to delete a current active number and a current level of call screening:

No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	Select "Call profiles" in the tree view.
3.	In the list area, make a right mouse click on the entry you wan to delete and select "Delete" from the context menu to remove both the Active Number and the level of call screening from a call profile.
4.	Then confirm the security prompt.

Table 12-27 Delete a current active number or level of call screening

12.15 Administrate call profiles over the phone

This section shows you how to use call profiles over the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

If no system announcements (e. g. "Please enter ID to change active number") are available or assigned, the system will play a long tone, instead.

12.15.1 Activate a call profile

Follow the below instructions to activate a call profile:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Activate" + Call profile ID, e.g.: "800 **50** 22".
	Depending on the settings, the following actions can be carried out: • Notification announcement • Dial tone or announcement in dial-up phase 1 • Call forwarding announcement • Dial tone or announcement in dial-up phase 2 • Call forwarding with closing announcement or 5 short tones when time is exceeded

12.15.2 Activate a call profile with a user dialog

Follow the below instructions to activate a call profile in the dialog:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Activate with dialog", e. g.: "800 **56**".
56 DAKS GROUP CALL	Request announcement for "Enter ID".
	Enter the IP of the call profile.
	Depending on the settings, the following actions can be carried out: • Notification announcement • Dial tone or announcement in dial-up phase 1 • Call forwarding announcement • Dial tone or announcement in dial-up phase 2 • Call forwarding with closing announcement or 5 short tones when time is exceeded

If "Selection of PA circuit" has been chosen under 'Properties' for the corresponding call profile, the following procedure will now apply:

	Request announcement to enter the PA system loudspeaker circuits.
	Enter the wanted PA system loudspeaker circuits (1...8) in any order and close your entry with the "#" key (hash key) for a normal call, or with the "*" key (star key) for prioritized call.
	Info announcement indicating that the entry has been accepted. NOTE: If duplicate or wrong entries are made DAKS will cut the connection (without playback of the announcement).

12.15.3 Change active number with dialog

Follow the below instructions to change an "Active Number" with a user dialog:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Change active number with dialog", e. g.: "800 **52**".
52 DAKS GROUP CALL	Prompt for "Enter ID" or long tone if announcement is not available.
	Enter the ID for setting the "Active Number".
	3-tone sequence and request announcement to enter the "Active Number" or long tone if announcement is not available.
	Enter the "Active Number" + # [1]. Calls are now forwarded to a new "Active Number". Alternatively, you can enter ***** + Announcement ID + # [1]. Calls are now forwarded to an announcement. Alternatively, you can enter # [1]. The "Active Number" is deleted.
	Long confirmation tone.
	Only if the additional feature "Call screening" and authorized subscribers are defined: Request announcement to enter the "Level" or long tone if announcement is not available.
	Enter the correct level: 0 = all subscribers 1...9 = only authorized subscribers having at least the selected level
	3-tone confirmation sequence.

[1] If no # key is available (e. g. on old dial pulse telephone sets), please wait until timeout and hang up. Timeout occurs after 8 sec. and is signaled by a long tone.

12.15.4 Edit the active number from a system telephone

Follow the below instructions to change the "Active Number" from a system telephone:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Change active number via DIGITE" + Call profile to set the "Active Number", e. g.: "800 **51** 11".
ACTIVE NUMBER: --- CHANGE? *=YES	Output of "---" if nothing is stored, otherwise DAKS will display the "Active Number" currently set up.
	Press the ***** key to change the "Active Number" or any other key to cancel.
	If you abort, DAKS will perform a backwards disconnect.
xxxx SAVE? *=YES	We recommend using the operator's call number as new "Active Number".
	Press the ***** key if you want to store the recommended phone number as an "Active Number". Press any other key if you want to enter another number or delete the "Active Number".
PHONE NO+# OR # ?	
	Enter "Active Number" + #. Calls are now forwarded to a new "Active Number". Alternatively, you can enter ***** + Announcement ID + #. Calls are now forwarded to an announcement. Alternatively, you can enter #. The "Active Number" is deleted.
	Continued on next page.

<Phone number>
SAVE? *=YES

<phone number> = current "Active Number" or "---" if no phone number is stored.

Confirm with the ***** key or press any other key to return to the entry of the "Active Number".

Long confirmation tone.

12.15.5 Change active numbers from any telephone

Follow the below instructions to change the "Active Number" from any telephone:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Change active no from any terminal" + ID for setting the "Active Number", e.g.: "800 **55** 22".
	Enter the "Active Number" + # [1]. Calls are now forwarded to a new "Active Number". Alternatively, you can enter ***** + Announcement ID + # [1]. Calls are now forwarded to an announcement. Alternatively, you can enter # **[1]**. The "Active Number" is deleted.
8005522<Entry># <group-based>	
	Only if the additional feature "Call screening" and authorized subscribers are defined: Enter the correct level: 0 = all subscribers 1...9 = only authorized subscribers having at least the selected level
	Long confirmation tone.

[1] If no # key is available (e. g. on old dial pulse telephone sets), please wait until timeout and hang up. Timeout occurs after 8 sec. and is signaled by a long tone.

12.15.6 Meet-me (callback following a pager call)

Follow the below instructions to be connected with the subscriber who reached you on your pager:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Meet me" + access code, e. g.: "800 **53** 22".
	The call is connected to the caller

12.15.7 Change call screening with dialog

Follow the below instructions to change the call screening in a dialog:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - Change call screening with dialog", e. g.: "800 **54**".
54 DAKS GROUP CALL	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID for setting the "Active Number".
	3-tone sequence. Request announcement for entering the "Level", or long advisory tone if the announcement is not available.
	Enter the correct level: 0 = all subscribers 1...9 = only authorized subscribers having at least the selected level
	3-tone confirmation sequence.

12.15.8 Activate a current announcement

Follow the below instructions to activate a current announcement:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - activate/deactivate current announcement", e. g.: "800 **57**".
PIN?	Request announcement to "Enter PIN" or long tone if announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
GROUPS ID?	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID of the correct dial-up profile.
1=ACT. 2=DEACT.	Request announcement for "Deactivate or activate" or long tone if announcement is not available.
	Press **1** to activate a fault announcement.
ANNOUNCEMENT ID ?	Request announcement to enter the ID of the announcement.
	Enter the ID of the announcement you want to activate.
#=ACTIV. MSG	DAKS will now play the announcement that shall be activated. Request announcement, press # key to activate the announcement.
	Press the # key to activate the announcement. After the playback the connection is released by the DAKS server.

12.15.9 Deactivate the current announcement

Follow the below instructions to deactivate the current announcement:

Step by step	
	Enter the DAKS phone number + Dialthru code for "Call profiles - activate/deactivate current announcement", e. g.: "800 **57**".
PIN?	Request announcement to "Enter PIN" or long tone if announcement is not available.
	Enter your PIN (if necessary, correct with **"*"**).
GROUPS ID?	Request announcement to "Enter ID" or long tone if announcement is not available.
	Enter the ID of the correct dial-up profile.
1=ACT. 2=DEACT.	Request announcement for "Deactivate or activate" or long tone if announcement is not available.
	Press **2** to deactivate fault announcements.
ANNOUNCEMENT ID ?	Request announcement to enter the ID of the announcement.
	Enter the ID of the announcement you want to activate.
#=DEACTIV. MSG	The first active announcement is played. Press the ***** key until you reach the announcement you want to deactivate.
	Press the # key to deactivate the announcement. After the playback the connection is released by the DAKS server.

13 Setup, Administrate and Operate the Info Telephone

Overview

This chapter will show you how to set up, administrate and operate the Info Telephone. It explains the functions offered by the Administrator Tool as well as the functions that can be carried out from the Operator Tool, and over the phone.

Contents

This chapter covers the following areas:

13.1 Overview of the Info Telephone

13.2 Dependence of Info Telephone settings on other settings

13.3 Quick overview to set up and start the Info Telephone

13.4 Edit Info Telephone parameters

13.5 Info Telephone profiles: administration

- 13.5.1 Add and edit a new Info Telephone profile
- 13.5.2 Delete an Info Telephone profile
- 13.5.3 Edit or delete Info Telephone references

13.6 Administration of Info Telephone activities

- 13.6.1 Add and edit Info Telephone activities
- 13.6.2 Delete Info Telephone activities

13.7 Call forwarding to the DAKS Info Telephone

13.8 Operate the Info Telephone from the Operator Tool

13.9 Operate the Info Telephone over the phone

- 13.9.1 Access Info Telephone information from any terminal
- 13.9.2 Access Info Telephone information in a dialog
- 13.9.3 Switch the Info Telephone in a dialog
- 13.9.4 Switch the Info Telephone from a system telephone

13.1 Overview of the Info Telephone

The DAKS server can take up to 480 calls simultaneous and plays back announcements or connected audio sources to the callers (broadcast programs etc.).

To select the announcement or audio source for playback, DAKS uses either the last digits of the telephone number or the number entered by the subscriber after the prompt.

What separates DAKS from standard announcement systems is the way in which it utilizes all available channels in a dynamic and therefore needs-oriented way so that it can play up to 20 different announcements at the same time.

Info Telephone activities

The activities of the Info Telephone determine both its access to it and the announcement messages played. The criteria used for this selection are:

- Access number
- access only from in-house (internal) or only from outside (external) or both
- the playback of an announcement or audio source with welcome message and variable time limit (or number of announcement cycles, respectively)
- the message of apology if access is blocked (i.e. audio source not available)

Info Telephone profiles

DAKS supports 9 Info Telephone profiles that can be assigned different Info Telephone activities sharing the same access code. Each Info Telephone profile can be compared to a tape-recorder with multiple assigned announcements, the so-called Info Telephone activities. Also, no more than one Info Telephone profile can be active at a time.

You can switch between the different Info Telephone profiles via the Operator Tool but also via hardware inputs, from a telephone or through a data interface.

A classic field of application is the Info Telephone of a fire or EDP department. In both cases, the system must be able to switch quickly between prepared announcements that are played in standard operation, prepared announcements that are routinely output at the start of an emergency or malfunction, and newly recorded announcements that are played to provide the most up to date information and instructions during an emergency situation.

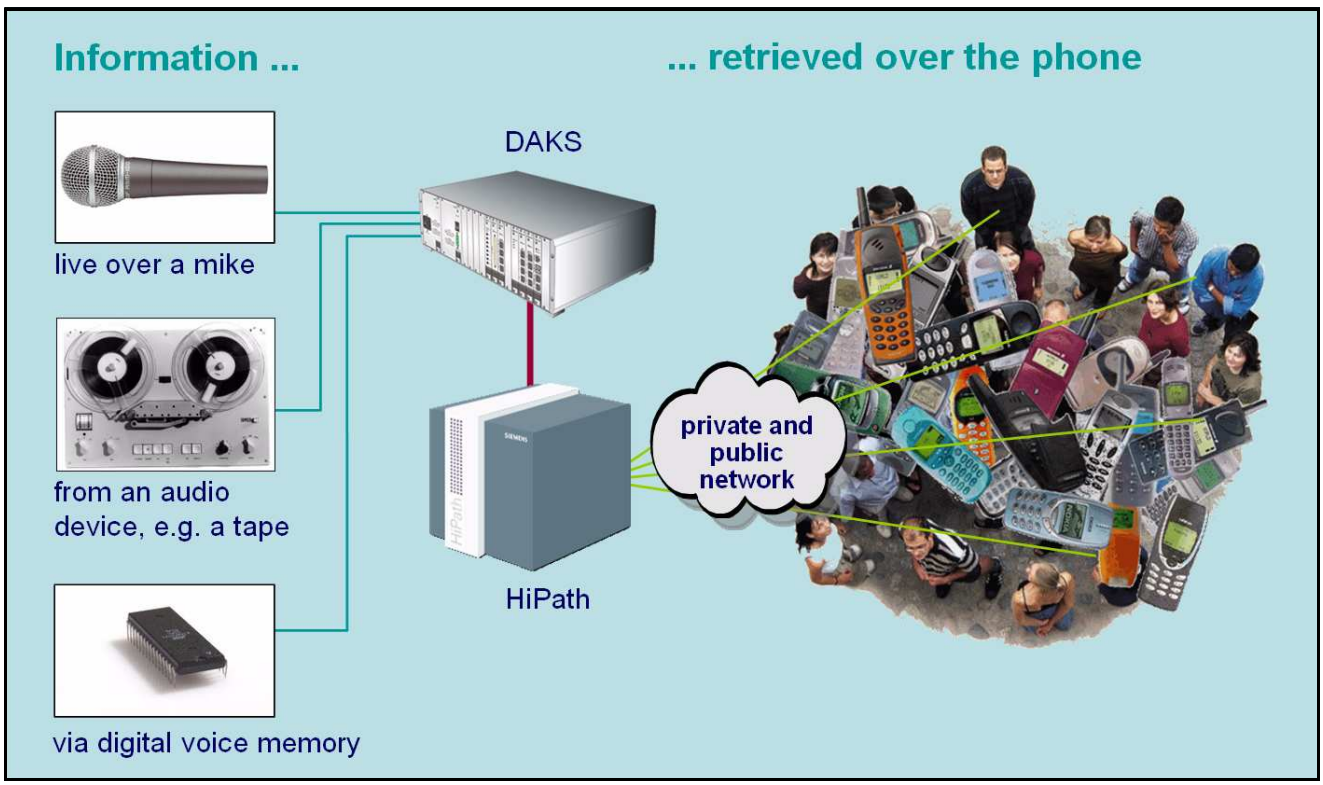


Image 13-1 Block schematic of the Info Telephone

13.2 Dependence of Info Telephone settings on other settings

In addition to the windows for the administration of the Info Telephone, there are other windows that also have an effect this function.

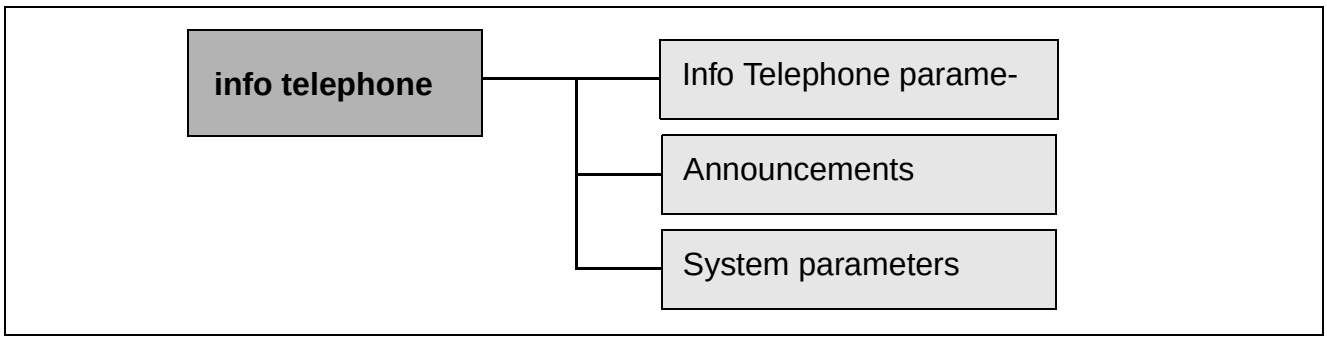


Image 13-2 Dependence of Info Telephone settings on other settings

Info Telephone parameters:
The parameters of the Info Telephone determine the basic settings that govern the Info Telephone (Section 13.4, "Edit Info Telephone parameters").

Announcements:
Announcements can also be assigned to Info Telephone. Note that these announcements must be created and recorded; if not, the DAKS server will not be able to carry out the activity (Chapter 6, "Create and Administrate Announcements").

System parameters:

- **Dialthru codes**
  Dialthru codes define the numerical combinations that make it possible to access the Info Telephone and switch its profiles (Section 4.5, "Define the Dialthru codes").
- **Basic parameter**
  Basic parameters are used to store the tie trunk (tie line) code of the DAKS server (Section 4.2, "Edit basic parameters").
- **Output texts**
  Output texts define how the user-guidance texts are rendered on the displays of cordless handset, but also how the texts are output that are used for the protocoling (Section 4.12, "Specify output captions").

13.3 Quick overview to set up and start the Info Telephone

The DAKS server administrates up to 9 different Info Telephone profiles. Each profile can be assigned several Info Telephone activities to respond to different situations or events (e.g. in-house/external calls). Note that the settings made in the Info Telephone parameters apply to all profiles.
Remember that no more than one profile can be active at a time.

Please note that after a system restart, DAKS will always activate the Info Telephone profile no. 1. If the profile no. 1 is not created, the Info Telephone will be deactivated.

Quick start

The below section is designed to give you a quick overview of the most important steps how to set up and start the Info Telephone. The individual steps will be treated in greater detail in the later sections.

To create and to edit Info Telephone profiles you must have the corresponding administrative rights. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to do this (Section 7.5.3, "Administrator rights").

No.	Step	Section
1.	Start the Administrator Tool and log in.	
2.	Add a new Info Telephone profile.	Section 13.5, "Info Telephone profiles: administration"
3.	Add Info Telephone activities to the Info Telephone profile.	Section 13.6, "Administration of Info Telephone activities"
4.	If necessary, define call forwarding to the DAKS server for the telephone, with the dialthru code for the Info Telephone.	Section 13.7, "Call forwarding to the DAKS Info Telephone"
5.	Adjust the Info Telephone parameters, if needed.	Section 13.4, "Edit Info Telephone parameters"
6.	Activate the Info Telephone from the Operator Tool, from a telephone, via a contact input or from a data interface.	Section 13.8, "Operate the Info Telephone from the Operator Tool" and Section 13.9, "Operate the Info Telephone over the phone"

Table 13-1 Set up and start the Info Telephone

13.4 Edit Info Telephone parameters

Follow the below instructions to edit the parameters of the Info Telephone:

No.	Step
1.	Start the Administrator Tool and log in.
2.	In the tree view select "Info Telephone". This will open the list with profiles.
3.	In the list window, select the entry "<Parameters>" and click on . This will open the window "Edit Info Telephone parameters".
4.	Make the settings in keeping with the ensuing field descriptions.
5.	Click **Ok** to save your changes.

Table 13-2 Edit Info Telephone parameters

Description of the fields in the window "Edit Info Telephone parameters"

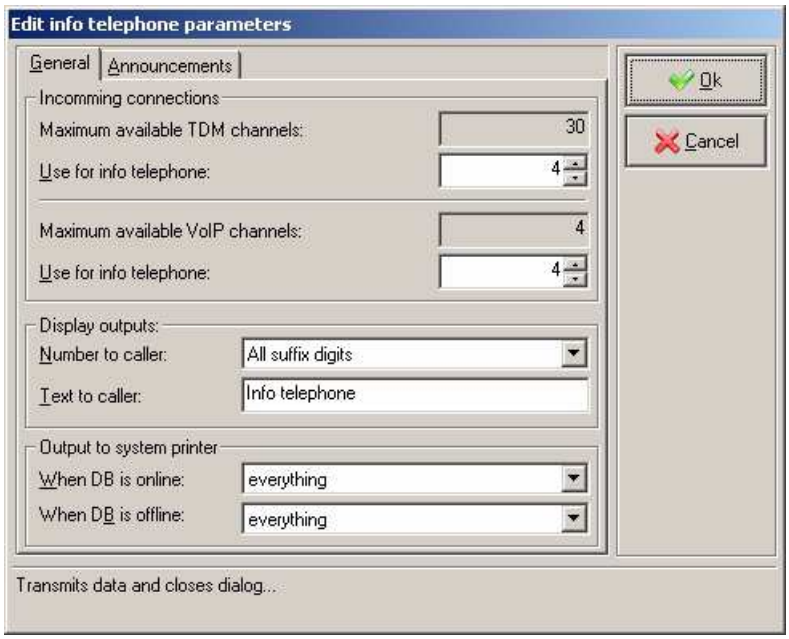
Field	Description
The tab "General" 	
Window area "Incoming connections"	
Maximum available TDM channels	Output of the number of all TDM channels in total that are maximally available to the system for incoming calls. This number corresponds to the number of channels between the DAKS server and the PBX.
Use for Info Telephone	Selection field to determine the number of TDM channels that can be used in parallel to access the announcements of the Info Telephone. Note that you put channels aside for other applications by restricting the channels that shall be used for the info telephone.
Maximum available VoIP channels	Output of the number of all VoIP channels in total that are maximally available to the system for incoming calls. This number corresponds to the number of channels between the DAKS server and the PBX.
Use for Info Telephone	Selection field to determine the number of VoIP channels that can be used in parallel to access the announcements of the Info Telephone. Note that you put channels aside for other applications by restricting the channels that shall be used for the info telephone.

Table 13-3 Description of the fields in the window "Edit Info Telephone parameters"

Field	Description
Window area "Display outputs"	
Number to caller	For callers using digital handsets, DAKS generates a numerical display output (Connected Number). This selection field determines the data that will be transferred in addition to and after the "Incoming tie trunk code": ● "No further digits" (default) ● "All suffix digits", that is to say the "Dialthru code" + the "ID of the activity" ● "Suffix digits from ID", that is to say only the "ID of the activity" without the "Dialthru code"
Text to caller	Edit field for the display message (max. 20 characters). For callers with digital handsets, DAKS will generate an alphanumeric "Display output" (Connected Name), that can be rendered on handset displays network-wide if so supported by the protocol. Please bear in mind that some cordless phones can only display capital letters and do not support German Umlauts. Please make sure you take these special features into consideration when making your entries.
Window area "Output to system printer"	
When DB is online When DB is offline	This selection field determines the events that will be logged by the system printer: ● "none" ● "access only" ● "profile changes only" ● "everything", i.e. both the access and the switching (default)

Table 13-3 Description of the fields in the window "Edit Info Telephone parameters"

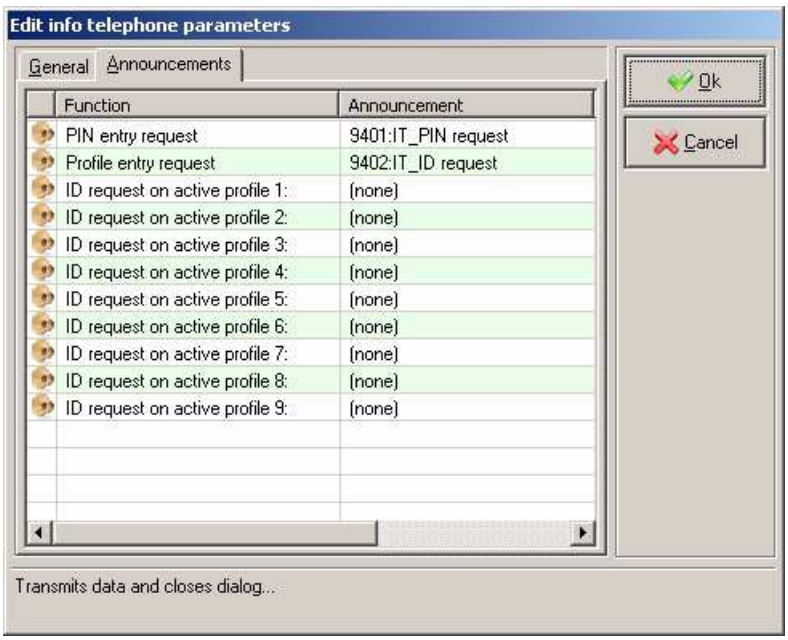
Field	Description
Tab "Announcements"	
	
Function	Display of the profile (1 to 9) for which the assigned announcement is presently being used.
Announcement	Selection fields to define up to 9 different info announcements that will, when accessing with "Listening in the dialog", inform the caller of the activities that are available and prompt him to enter a corresponding ID (Section 13.6.1, "Add and edit Info Telephone activities").

Table 13-3 Description of the fields in the window "Edit Info Telephone parameters"

13.5 Info Telephone profiles: administration

You can also define special Info Telephone profiles for specific events by assigning more than one Info Telephone activity (e.g. different announcements for internal and external callers). To achieve this particular response, use an unequivocal ID that will trigger a specific Info Telephone profile via the Operator Tool, from a telephone, via a hardware input, or through a data interface (Section 13.8, "Operate the Info Telephone from the Operator Tool", Section 13.9, "Operate the Info Telephone over the phone", Section 4.10, "Administrate inputs and outputs"). Remember that no more than one profile can be active at a time.

13.5.1 Add and edit a new Info Telephone profile

Follow the below instructions to add or to edit a new Info Telephone profile:

No.	Step
1.	In the tree view select "Info Telephone". This will open the list with profiles.
2.	Click on the symbol in the menu bar to add a new profile, or select the Info Telephone profile you want to edit and click on . This will open the window "Edit Info Telephone profile".
3.	Enter the relevant data or make the necessary adjustments in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 13-4 Add and edit a new Info Telephone profile

Description of the fields in the window "Edit Info Telephone profile"

Field	Description
ID	Selection field (when adding a new profile), or display field for the identifier used to switch the Info Telephone profile (1 to 9). Note that IDs that have already been assigned may not be selected for other new profiles.
Name	Input field to enter a concise name for the profile of this Info Telephone (no more than 30 characters) that will be output in the tables and list fields.

Table 13-5 Description of the fields in the window "Edit Info Telephone profile"

13.5.2 Delete an Info Telephone profile

Info Telephone profiles can only be deleted if no Info Telephone activities are assigned to them (see Section 13.5.3, "Edit or delete Info Telephone references").

Follow the below instructions to delete Info Telephone profiles:

No.	Step
1.	In the tree view select "Info Telephone". This will open the list with profiles.
2.	In the list window, select the Info Telephone profile you want to delete.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The profile will now be deleted. If Info Telephone activities are still assigned to this profile, the window "Info Telephone references" will pop up (Section 13.5.3, "Edit or delete Info Telephone references").

Table 13-6 Delete an Info Telephone profile

13.5.3 Edit or delete Info Telephone references

In the window "Edit Info Telephone profiles" (Section 13.5.1, "Add and edit a new Info Telephone profile") you can open the window "Info Telephone references" directly. In this window you will find all Info Telephone activities that are linked to the profile. You can also use this window to edit or delete the Info Telephone activities.

Note that if you try to delete Info Telephone profiles while Info Telephone activities are still assigned to them, DAKS will immediately open the window "Info Telephone profile references".

Follow the below instructions to edit or to delete Info Telephone references:

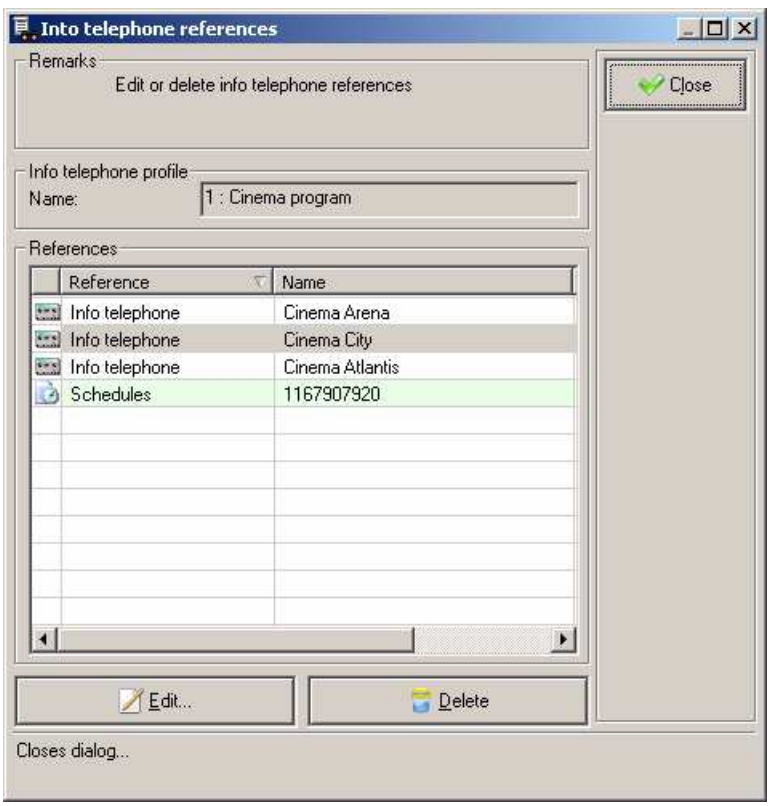
No.	Step
1.	In the tree view select "Info Telephone". This will open the list with profiles.
2.	Select the Info Telephone profile you want to edit and click on . This will open the window "Edit Info Telephone profile".
3.	Click on **References**. This will open the window "Info Telephone references". 

Table 13-7 Edit or delete Info Telephone references

No.	Step
4.	**Edit Info Telephone activities:** Select the correct reference entry and click on **Edit** or double-click on the entry itself. This will open the window "Edit Info Telephone activity". Now make the required changes (Section 13.6.1, "Add and edit Info Telephone activities"). **Delete Info Telephone activities:** Select the reference entry you want to remove and click on **Delete**. Confirm the prompt with **Yes**. The Info Telephone activities are now deleted. Once the entire list is cleared you can delete the actual Info Telephone profile.

Table 13-7 Edit or delete Info Telephone references

13.6 Administration of Info Telephone activities

You can assign more than one Info Telephone activity to an Info Telephone profile to react to particular events. In this way, you can e.g. play different announcements to in-house and external callers, or prompt external callers to enter an ID before playing the announcement.

13.6.1 Add and edit Info Telephone activities

Follow the below instructions to add a new or edit an Info Telephone activity:

No.	Step
1.	In the tree view select "Info Telephone". This will open the list with profiles.
2.	Select the Info Telephone profile that you want to edit or to to which you want to add a new activity and click on . Unless not available, the info telephone activities that are already assigned will be output in the list window.
3.	Click on the symbol in the menu bar to add a new activity, or select the activity you want to edit and click on . This will open the window "Edit Info Telephone activity".
4.	Enter the relevant data or make the necessary adjustments in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 13-8 Add new Info Telephone activities

If an Info Telephone activity is assigned announcements that have not yet been recorded, the activity will fail to start and the subscriber will run into a busy signal.

Description of the fields in the window "Edit Info Telephone activity"

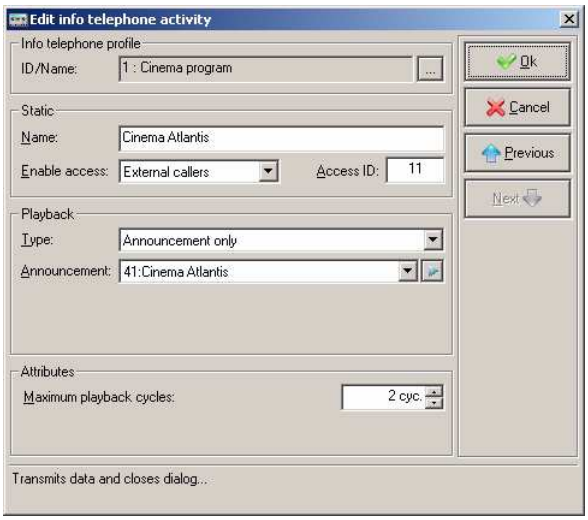
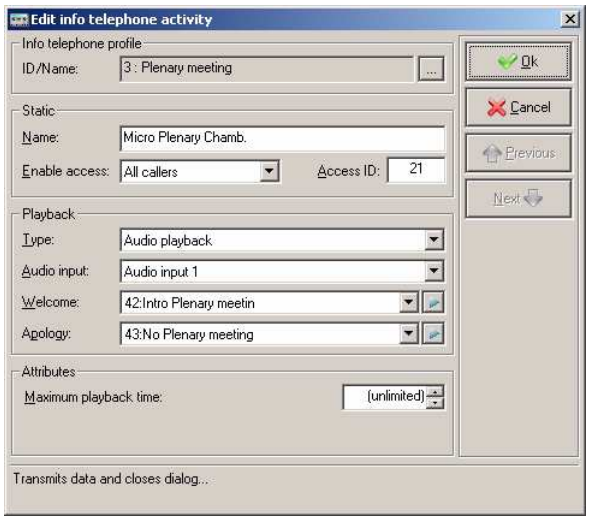
Field	Description
	
Window area "Info Telephone profile"	
ID/Name	Display of the ID and the name of the Info Telephone profile to which the Info Telephone activity is assigned.
Window area "Static"	
Name	Input field to enter a concise name for the Info Telephone activity (no more than 20 characters), that will be be output in the tables and list fields.
Enable access	Selection field to select the callers that shall have access to this Info Telephone activity: • All callers (default) • In-house subscribers only • External subscribers only
Access ID	Input field to enter the access number for the Info Telephone activity (no more than 4 digits). If you want in-house and external callers sharing one and the same profile to be played different announcements at the same access number, you can allocate the same ID twice, i.e. for both in-house and external access.

Table 13-9 Description of the fields in the window "Edit Info Telephone activity"Description of the fields in the window "Edit Info Telephone activity"

Field	Description
Window area "Playback"	
Type	Selection field to choose the type of playback: • Announcement only (default), with no display of the fields "Audio input", "Welcome", "Apology" and "Maximum playback time" (fields suppressed). • Audio playback (only in combination with audio inputs) • Max. the last two standard broadcasts announcements • last announcement of a broadcast with ID 9xxx
Announcement	This field is only enabled if "Type" is set to "Announcement only". Selection field to choose the announcement.
Audio input	Determines which of the 1 to max. 8 audio inputs shall be played back (default: No audio input)
Welcome	This field is only enabled if "Type" is NOT set to "Announcement only". • If "Type" set to "Audio input": Defines the Welcome announcement prepended to the playback of an audio source. • If "Type" set to "Max. last two standard broadcast announcements" or "Last announcement of a broadcast with ID 9xxx“: Specifies the welcome announcement played before the broadcast announcements. (Default "none")
Apology	This field is only enabled if "Type" is NOT set to "Announcement only". • If "Type" set to "Audio input" Defines the announcement that will be played if the audio input is deactivated via contact input or the welcome announcement was deleted. • If "Type" set to "Max. last two standard broadcast announcements" or "Last announcement of broadcast with ID 9xxx"“: Defines the announcement that will be played if no broadcast announcement is available. (Default "none")
Window area "Properties"	

Table 13-9 Description of the fields in the window "Edit Info Telephone activity"Description of the fields in the window "Edit Info Telephone activity"

Field	Description
Maximum playback cycles	This field is only displayed if "Type" is set NOT to "Audio playback". Determines the number of playback cycles (1 to 5) for announcements before the DAKS server will break the connection (protection against blocking).
Maximum playback time	This field is only displayed if "Type" is set to "Audio playback". Determines the time in seconds until the connection is broken (protection against blocking), or "unlimited" if no disconnect is wanted.
Maximum availability of broadcast announcement	This field is only displayed if "Type" is set to "Max. last two standard broadcast announcements“ or „Last announcement of broadcast with ID 9xxx“. The entry made in this field defines the maximum length of time in minutes that a broadcast announcement will remain in the Info Telephone after the broadcast end. (Timeout).

Table 13-9 Description of the fields in the window "Edit Info Telephone activity"Description of the fields in the window "Edit Info Telephone activity"

You can also temporarily block the access to audio playbacks either by:

- deleting the assigned welcome announcement or
- blocking the assigned low frequency audio input at the hardware input (if available)

As soon as the access is blocked, all existing connections will be cut. All later callers will either hear a busy signal or, if wanted, receive the message of apology specified in the selection field "Apology" (default: no apology announcement).

13.6.2 Delete Info Telephone activities

Follow the below instructions to delete an Info Telephone activity:

No.	Step
1.	In the tree view select "Info Telephone". This will open the list with profiles.
2.	Double-click on the Info Telephone profile from which you want to delete activities. All Info Telephone activities assigned to this profile will be displayed in the list window.
3.	In the list window select the Info Telephone activity that you want to delete.
4.	Click on the symbol in the menu bar.
5.	Confirm the prompt with **Yes**. The Info Telephone activity will now be deleted.

Table 13-10 Delete Info Telephone activities

13.7 Call forwarding to the DAKS Info Telephone

In the event you do not want to make your DAKS call number public and prefer that external callers reach your Info Telephone only, you can also set up a fictive telephone number in the PBX and forward it to the DAKS Info Telephone. Please bear in mind that this is a performance feature of your PBX and not of the DAKS server.

13.8 Operate the Info Telephone from the Operator Tool

To begin with, please bear in mind that you must have the corresponding operational rights and a password to use the Info Telephone via the Operator Tool.

The Operator Tool gives you a variety of options how to activate an Info Telephone profile or switch off the Info Telephone itself. These options are explained below.

- Symbol bar
- Context menu
- Pull down menu

Activate or deactivate the Info Telephone profile from the selection window in the symbol bar

No.	Step
1.	Start the Operator Tool and log in.
2.	Select the correct profile from the "Info Telephone" selection list in the symbol bar, or chose "Off".

Table 13-11 Activate or deactivate the Info Telephone profile from the selection window in the symbol bar

Activate or deactivate the Info Telephone profile in the user dialog with the right mouse key

No.	Step
1.	Start the Operator Tool and log in.
2.	Click on "Info Telephone" in the tree view with the right mouse key. This will open the context menu:
3.	Select "Switch to" and highlight the profile in question, or choose "Off".

Table 13-12 Activate or deactivate the Info Telephone profile with the right mouse key

Activate or deactivate the Info Telephone profile from the pull-down menu

No.	Step
1.	Start the Operator Tool and log in.
1.	Open the "Operations" pull-down menu.
2.	Select "Switch Info Telephone to" and highlight the correct profile, or choose "Off“.

Table 13-13 Activate or deactivate the Info Telephone profile from the pull-down menu

13.9 Operate the Info Telephone over the phone

This section shows you how to operate and use the Info Telephone over the phone. The instructions also offer example entries. The examples are based on the assumption that the DAKS-Server is reached with the tie trunk code (DAKS call number) 800. The dialthru codes (Section 4.5, "Define the Dialthru codes") and the info telephone parameters (Section 13.4, "Edit Info Telephone parameters") are set to default. The "PIN" used is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

Please bear in mind that to operate the Info Telephone from a telephone, you must have the pertinent administrative and operational rights.

13.9.1 Access Info Telephone information from any terminal

Follow the below instructions to access Info Telephone information:

Step by step	
	Enter the DAKS call number + the dialthru code for "Info Telephone - Access" + the ID of the Info Telephone activity, e.g.: "800 **20** 11".
800 20 11 DAKS Info Telephone	
	The Info Telephone activity will now be played back.

Please bear in mind that to do so, the Info Telephone profile must be activated and the correct playback must be enabled, that is to say an ID must have be assigned to the activity.

13.9.2 Access Info Telephone information in a dialog

Follow the below instructions to access Info Telephone information in a dialog:

Step by step	
	Enter the DAKS call number + the dialthru code for "Info Telephone - Access with dialog", e. g.: "800 **23**".
	Playback of the request announcement to "Enter ID".
	Enter the ID of the correct Info Telephone activity.
	The Info Telephone activity will now be played back.

Please bear in mind that to do so, the Info Telephone profile must be activated and the correct playback must be enabled, that is to say an ID must have be assigned to the activity.

13.9.3 Switch the Info Telephone in a dialog

Follow the below instructions to switch the Info Telephone in a dialog:

Step by step	
	Enter the DAKS call number + the dialthru code for "Info Telephone - Switch from any terminal" + PIN, e. g.: "800 **22**".
	Playback of the request announcement to "Enter PIN".
	Enter your PIN. If the caller is not authorized to make this change, DAKS will play a busy signal.
	Playback of the request announcement to "Enter Profile".
	To deactivate the Info Telephone dial "**0**", or dial a number from 1 to 9 to activate one of the 9 different Info Telephone profiles that are available.
	The saving of your entries will be confirmed with a long tone, after which the dialog will end.

13.9.4 Switch the Info Telephone from a system telephone

Follow the below instructions to switch the Info Telephone from a system telephone:

Step by step	
	Enter the DAKS call number + the dialthru code for "Info Telephone - Switch via DIGITE", e. g.: "800 **21**".
DAKS Info Telephone INFO TEL. PIN?	
	Enter your PIN.
Either:	The currently active profile is <Profile-ID>.
<Profile ID> CURRENT PROF. 1-9, 0=OFF?	
Or:	No profile is currently active.
CURRENTLY OFF PROF. 1-9, 0=OFF?	
	To switch off the Info Telephone, enter "**0**" or a number between 1 and 9 to activate one of the 9 different Info Telephone profiles.
SWITCH OFF SAVE? *=YES	Note that this dialog will only appear on your display if you entered "**0**".
<Profile ID> PROFILE SAVE? *=YES	This dialog will be output on your display as soon as you selected one of the 9 different profiles.
	To save your entries press the star "*" key. To return to the profile selection, press any other key.
	The saving of your entries will be confirmed with a long tone, after which the dialog will end.

14 Setup, Administrate and Start Scenarios

Overview

This chapter shows you how to set up, administrate and start scenarios. It explains the functions of the Administrator Tool as well as the functions that can be carried out over the phone and through the Operator Tool.

Contents

This chapter covers the following areas:

14.1 Overview of scenarios

14.2 Interdependence of scenario settings

14.3 Administration of scenarios

- 14.3.1 Add and edit scenarios
- 14.3.2 Delete a scenario

14.4 Start a scenario with the Operator Tool

14.5 Start a scenario over the phone

14.1 Overview of scenarios

With scenarios, you can start up to 30 different DAKS activities all in one step, i.e. by activating one scenario. In this way you can for example:

- start one or more broadcasts (also buffered, if you want to activate more broadcasts than can be processed simultaneously)
- start one or more conferences
- start a broadcast (alarm) and a conference (emergency meeting) at the same time
- switch the Info Telephone
- activate audio inputs

Functionality through simulation of digital inputs

The functionality of scenario is reached by the system simulating the activation of up to 30 digital inputs.

The response to the activated digital inputs is determined by the Administration of the contact inputs (Section 4.10.1, "Configure Profibus® inputs").

Note that if the digital inputs are not configured, you will not be able to assign any action to the scenario!

In total, you can define up to 200 different scenarios.

Start a scenario

scenarios can be started:

- from the Operator Tool (Section 14.4, "Start a scenario with the Operator Tool")
- over the telephone (Section 14.5, "Start a scenario over the phone")

14.2 Interdependence of scenario settings

In addition to the windows used for their Administration, there are other windows that can also influence scenarios.

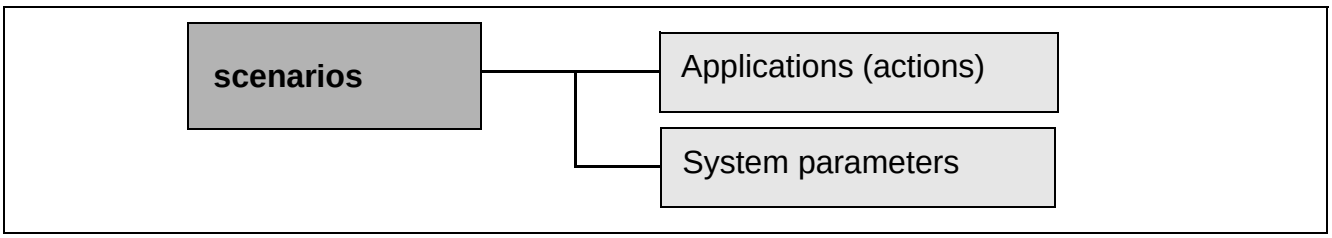


Image 14-1 Dependence of scenario settings on other settings

Applications:
To set up a scenario you must first create the applications (e.g. a broadcast, conference or an Info Telephone). After the applications are created they can be combined in a scenario.

System parameters:

- **Digital inputs**
  Digital inputs must be assigned to applications (actions) so that they can be integrated into scenarios (Section 4.10.1, "Configure Profibus® inputs").

14.3 Administration of scenarios

scenarios are created through the combination of applications (actions). Each scenario is assigned an ID that can be used to start the scenario over the telephone. scenarios can also be started and monitored with the Operator Tool.

Please bear in mind that you must have the proper administrator rights to create and edit scenarios. After the installation, the user with the user ID "sysadm" and the password "sysadm" is authorized to perform these operations (Section 7.5.3, "Administrator rights").

14.3.1 Add and edit scenarios

Follow the below instructions to add a new or edit a scenario:

No.	Step
1.	Start the Administrator Tool and log in.
2.	Now assign the applications (actions) to the digital inputs that you want to use in scenarios (Section 4.10.1, "Configure Profibus® inputs").
3.	In the tree view select "Scenario". This will open the list with the scenarios that have already been set up.
4.	Click on the symbol in the menu bar to add a new scenario, or select the scenario you want to edit and click on . The window "Edit scenario" will pop up.
5.	Now enter the settings in keeping with the field descriptions.
6.	Assign the correct and available objects to the scenario. You can move objects in the following two ways: • Select an object in the corresponding list field and move it with the arrow button. • Double-click on the object itself to have it moved to the other list.
7.	Click **Ok** to save your changes.

Table 14-1 Add and edit scenarios

Description of the fields in the window "Edit scenario".

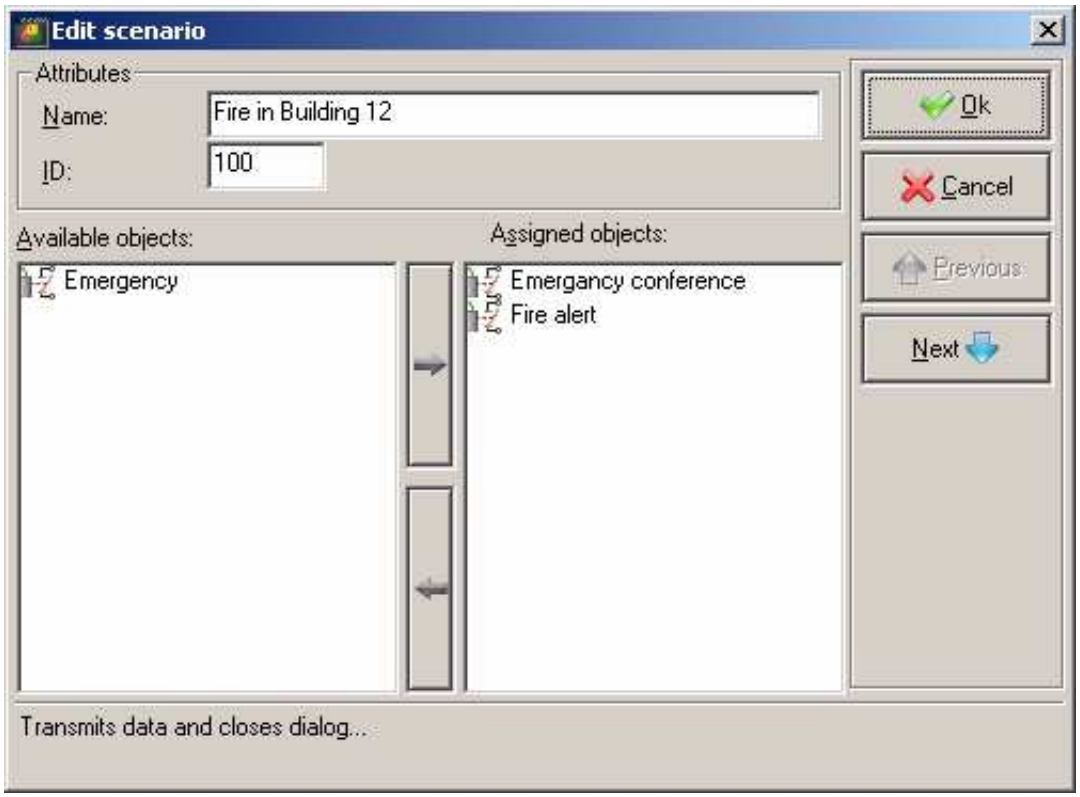
Field	Description
	
Window area "Properties"	
Name	Input field to enter a concise name for the scenario (no more than 20 characters), to be output in the tables and list fields.
ID	Input field to enter an identifier to activate the scenario (max. 4 digits).
Window area "Objects"	
Available objects	List of all applications (actions) that have been assigned to a digital input and that can be used for scenarios.
Assigned objects	List of all applications (actions) that are assigned to the scenario.

Table 14-2 Description of the fields in the window "Edit scenario".

14.3.2 Delete a scenario

Follow the below instructions to delete a scenario:

No.	Step
1.	In the tree view select "Scenario". This will open the list with the scenarios that have already been set up.
2.	Select the scenario you want to delete in the list window.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The scenario will now be deleted.

Table 14-3 Delete a scenario

14.4 Start a scenario with the Operator Tool

To start scenarios with the Operator Tool you need the corresponding operator rights and a password.

Follow the below instructions to to start a scenario:

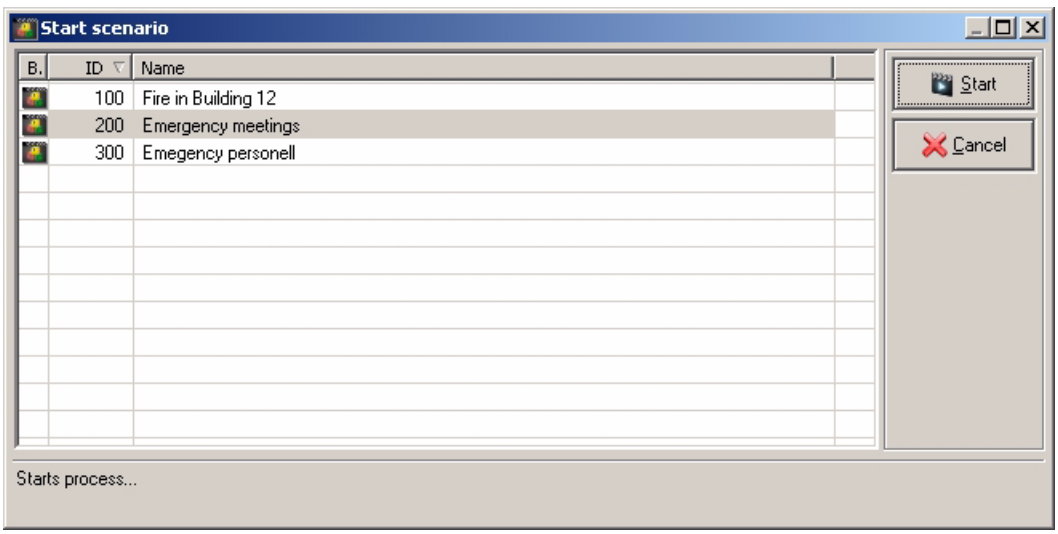
No.	Step
1.	Start the Operator Tool and log in.
2.	There are three different ways to start scenarios: • open the pull-down menu "Operations" and select the item "Start scenario", • make a right mouse click on "Scenario" in the tree view and select "Start" in the context menu, or • click on . All of these choices will open the window "Start scenario": 
3.	Select the scenario you want to start.
4.	Click on **Ok** to start the scenario.

Table 14-4 Start a scenario with the Operator Tool

14.5 Start a scenario over the phone

This section shows you how to start scenarios over the telephone. The instructions also offer example entries. They are all based on the assumption that the DAKS server is reached with the tie trunk code (DAKS call number) 800 and the dialthru codes are set to default (Section 4.5, "Define the Dialthru codes"). The "PIN" that is used here is 4321. For a clear presentation, the input blocks are separated by spaces.

To reproduce the examples, replace the tie trunk code 800 with the call number of your DAKS server, enter your PIN and, if necessary, adjust the dialthru codes. Spaces are not entered.

If no system announcements (e. g. "Please enter your PIN") are available or assigned DAKS will play a long tone, instead.

Please bear in mind that you must have the pertinent administrator and operator rights and a PIN to use the call profiles from a telephone.

Follow the below instructions to start a scenario:

Step by step	
	Enter the DAKS call number + the dialthru code for "System function - Launch scenario" + the PIN + the scenario access code, e.g.: "800 **05** 4321 55".
<Scenario description> SCEN. START *=YES	
	Long tone.
	Confirm your entry with the star by "*****" key.
SCENARIO LAUNCHED	
	3-tone sequence. Now please hang up. The scenario will be started and the DAKS server will release the connection.

15 Setup, Administrate and Start Schedulers

Overview

This chapter shows you how to set up, administrate and start schedulers.

Contents

This chapter covers the following areas:

15.1 Overview of schedulers

15.2 Interdependence of scheduler settings

15.3 Administration of schedulers

- 15.3.1 Add and edit scheduled actions
- 15.3.2 Create schedulers for broadcasts
- 15.3.3 Create schedulers for conferences
- 15.3.4 Create schedulers for the Info Telephone
- 15.3.5 Delete scheduled actions

15.1 Overview of schedulers

Schedulers enable you to activate repetitive actions in a scheduled or time-controlled way (e.g. every 14 days on a Monday).

DAKS provides a scheduler for each of the below applications:

- start broadcasts,
- convene conferences,
- switch the info telephone, and
- start scenarios (available soon).

Note that in the following text, the individual entries made in these schedulers are referred to as "scheduled action".

Functionality via the application DAKS-TTProcessServer

All time-controlled or scheduled actions that are entered in the schedulers are triggered by the DAKS-TTProcessServer. They are exclusively carried out on the DAKS server of a DAKS group that is currently active (DAKS-TT Installation Manual).

Consequently, the DAKS-TTProcessServer on which the action shall be carried out must be connected with its DAKS server (online).

If the DAKS-TTProcessServer is not connected (online) with its DAKS server when the action is activated, the scheduled action cannot be carried out!

In total you can define and administrate up to 100 different entries in the schedulers.

15.2 Interdependence of scheduler settings

In addition to the windows that are used for the Administration of the schedulers, there are also other windows that influence the timetables.

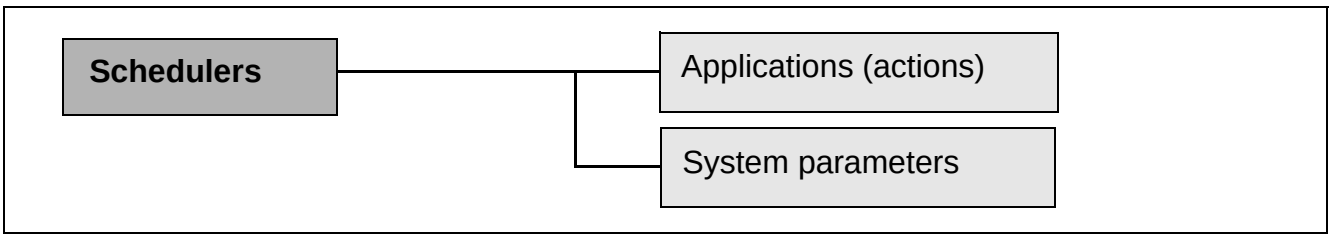


Image 15-1 Dependence of scheduler settings on other settings

Applications (actions):
Please bear in mind that to create entries in a scheduler, the corresponding groups/profiles must first be created in the relevant applications (e.g. Broadcast, Conference, Info Telephone). If necessary, use the DAKS-TT Operator Tool to test the groups/profiles.
The groups/profiles can then be used in the schedulers.

System parameters:

- **Basic parameters**
  The basic parameters can contain resource restrictions that are able to impede the launch of a scheduled action (Section 4.2, "Edit basic parameters").
- **Application parameters**
  The parameters of the relevant application may also contain resource restrictions that are able to impede the launch of a scheduled action.

15.3 Administration of schedulers

Every entry in the scheduler specifies an engagement plus, if applicable, its recurrence, and a minimum of one action that shall be activated.
The scheduled action will then be initiated or activated through the DAKS-TTProcessServer at the predefined time pattern(s).

You can, if necessary, also monitor and control the scheduled actions with the Operator Tool.

Please bear in mind that you must have the proper administrative and operational rights to create and edit scheduled actions.
After the installation, the user with the user ID "sysadm" and the password "sysadm" has the administrative rights (Section 7.5.3, "Administrator rights"); if necessary, also assign this person a PIN and the operational rights (Section 7.5.1, "Operator rights").

15.3.1 Add and edit scheduled actions

Follow the below instructions to add a new or edit a scheduled action:

No.	Step
1.	Start the Administrator Tool and log in.
2.	In the tree view, select "Scheduled action". This will open the list with all available applications.
3.	In the tree view, select the appropriate application underneath "Scheduled action" (e. g. "Conferences"). This will open a list with all scheduled actions that are available for this application.
4.	Click on the symbol in the menu bar to add a new entry in a scheduler (time-controlled action) or select the entry you want to edit and click on . This will open the window "Scheduled action".
5.	Now enter the settings in keeping with the field descriptions.
6.	Click **Ok** to save your changes.

Table 15-1 Add and edit scheduled actions

Description of the fields in the window "Edit scheduled actions"

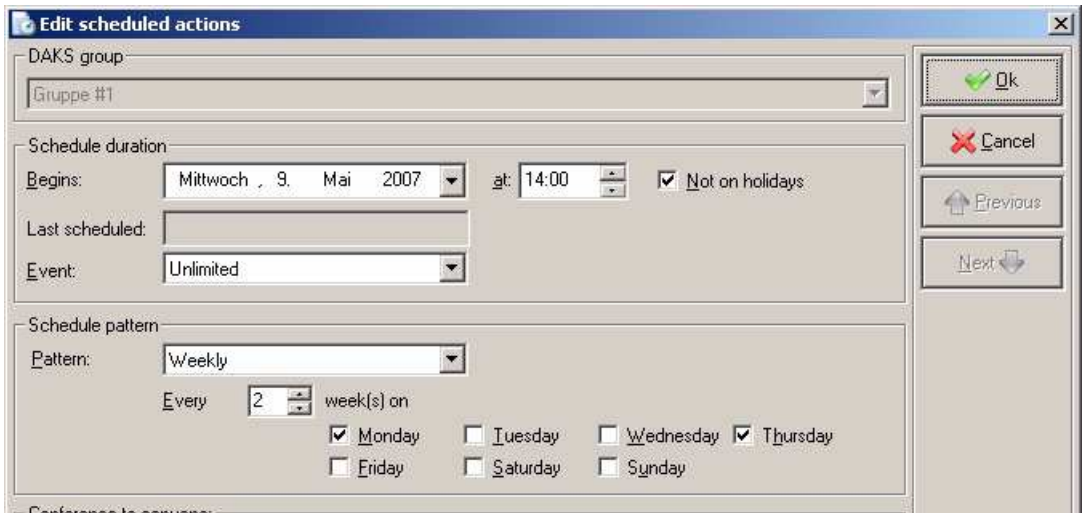
Field	Description
	
Window area "DAKS group"	
	This field is only active if two DAKS groups are administrated in the DAKS-TT-DBServer. Selection field to enter the DAKS group to carry out the scheduled action.
Window area "Schedule duration"	
Begins	Entry field to define the date when an action shall be started for the first time.
at	Entry field for the time of the activation
Last scheduled	Display field indicating the last time when this action was successfully started. Note that if this field is empty, the action has never been started.
Event	Selection field to define the sequence properties that shall apply to the re-currence of the action. Choose between the following options: • Single The action will be started only once. • Unlimited The action will be repeated endlessly. • Ends on: The action will be repeated until this final date is exceeded.

Table 15-2 Description of the fields in the window "Edit scheduled actions"

Field	Description
End date	Entry field for the time when the action shall be activated for the last time. The value entered here needs not necessary be equivalent to one of the actual activation times. Note that this field will only be visible if you selected "Ends on" in the field "Event".
Window area "Schedule pattern“ The fields in this window vary in keeping with the entries that are made in the fields "Event" and "Pattern"	
Pattern	Use this selection field to define the series in which you want the action to be repeated. Choose between the following options: • Daily • Weekly • Monthly, and • Annually
Every ... week(s) on	Selection field to specify the recurrence frequency in weeks (e.g. 2 = every 14 days, 3 = every 21 days etc.). This field only accepts numbers between **1** and **5** and will only become visible if you set "Pattern" to "Weekly".
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	Select the days of the week when you want DAKS to carry out the action. The field will only become visible when you set "Pattern" to "Weekly".
On the ... day of every ... month	Selection field to specify certain days of a month when you want DAKS to carry out the action in addition to the monthly cycle. For example, "On the 5th day of every 3rd month" means that DAKS will carry out the scheduled action every 3 months and on the 5th day of that month. These fields will only become visible when you set "Pattern" to "Monthly".
On day ... ... of every ... month	Selection fields to specify certain weekdays in a month when you want DAKS to carry out the action in addition to the month cycle. For example, "Every second Monday of every 3rd month" means that DAKS will carry out the scheduled action every 3 months on the second Monday of that month. These fields will only become visible when you set "Pattern" to "Monthly".

Table 15-2 Description of the fields in the window "Edit scheduled actions"

Field	Description
Every	Selection fields to specify certain days of a specific month. For example, "On February 7" means that DAKS will carry out the scheduled action once a year on the 7th of February. These fields will only become visible when you set "Pattern" to "Annually".
Every ... ... in ...	Selection fields to specify certain weekdays in a specific month. For example, "Every second Monday in May“ means that DAKS will carry out the scheduled action every year on the second Monday in the month of May. These fields will only become visible when you set "Pattern" to "Annually".
Note that other window areas depend on the context (broadcast, conference or info telephone) in which the scheduled action is set or edited.	

Table 15-2 Description of the fields in the window "Edit scheduled actions"

15.3.2 Create schedulers for broadcasts

Description of the fields in the window area "Broadcast to start"

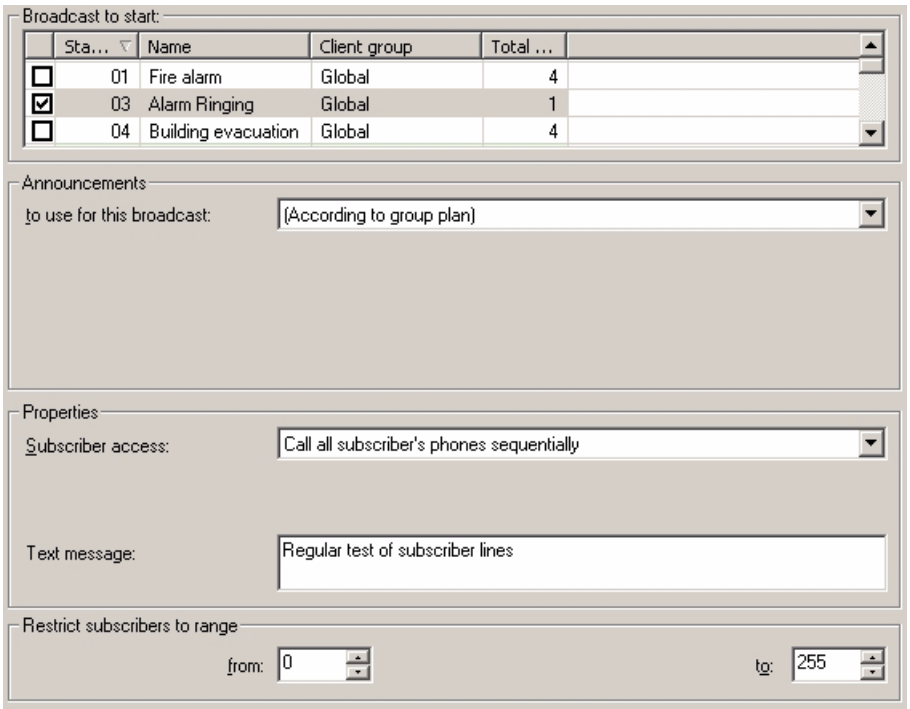
Field	Description
The lower section of the window "Edit scheduled action" contains the area "Broadcast to start". Note that this window area will only become visible if you opened the window inside the application "Broadcast". If you selected precisely one broadcast: 	

Table 15-3 Description of the fields in the window area "Broadcast to start"

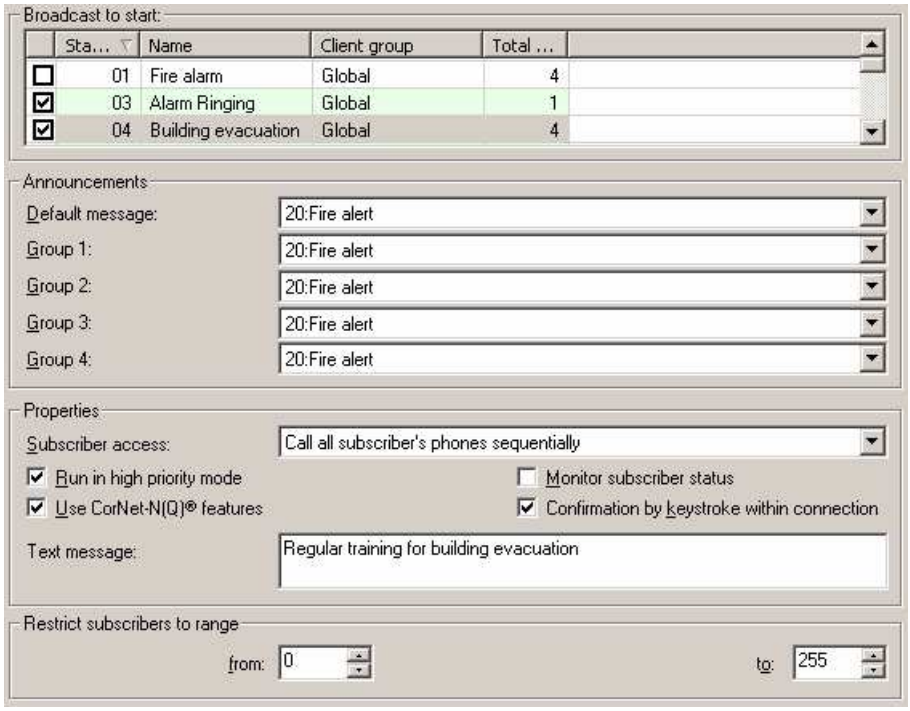
Field	Description
If you selected more than one broadcast: 	
Field of table	List of all broadcasts that you can use in connection with this scheduled action. Set the symbol ☑ for the broadcasts that shall be launched at the specified time. **Note:** The **OK** button is enabled only when a minimum of one broadcast is selected.
Window area "Announcements"	
to use for this broadcast	This selection field will only become visible if you have selected exactly one broadcast: The entry in this field defines the announcement that will be used for the broadcast. If you select "(According to group plan)", the subscribers will be played the announcements that have been defined for this broadcast and its members. Note that if you select a specific announcement, your setting will overwrite all announcement definitions for this broadcast, that is to say everybody in this broadcast will be played this specific announcement.

Table 15-3 Description of the fields in the window area "Broadcast to start"

Field	Description
Default announcement	This selection field will only become visible if you have selected more than one broadcast (merged group). The entry in this field defines the default announcement for this broadcast. This announcement will be played if the subscriber is not assigned to any specific announcement group and the broadcast is launched "(According to group plan)" (Section 9.9, "Operate broadcasts with the Operator-Tool" and Section 9.11, "Operate broadcasts over the phone"). Note that if no announcement is assigned here, the following selection fields will not be activated.
<No.> GROUP	This selection field will only become visible if you have selected more than one broadcast (merged group). This field specifies the group-specific announcements (up to 4). Note that the number the selection fields that become visible here depends on the number entered for "Number of announcement groups", tab "General", window "Edit broadcast parameters". If is these additional announcements that enable you to define that, within an individual broadcast, DAKS plays different announcements to the individual alerted subscribers (Section 9.8, "Edit broadcast members"). This is of particular benefit: • in a multi-lingual environment (in a hotel or in multi-lingual countries, e.g. Switzerland) • for broadcasts that shall be used to relay both unclassified and confidential information at the same time. If a subscriber is assigned to an announcement group but this announcement group is not yet assigned an announcement here, or if the assigned announcement is not yet recorded, the subscriber will be played the default message, instead.
Window area "Properties"	

Table 15-3 Description of the fields in the window area "Broadcast to start"

Field	Description
Subscriber access	The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS. • Call all subscriber's phones sequentially (default): With this setting, DAKS will call the members of the broadcast at their 1st destination (phone number); if unable to reach them at that number, DAKS will call them at their 2nd destination or, if needed, at their 3rd or 4th destination. • Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, a subscriber will only be called at his 2nd destination (phone number).
Run in high priority mode	This field will only become visible if you have selected more than one broadcast (merged group). If this box is checked, the broadcast is attributed high priority; that is to say all ongoing broadcasts, active conferences and call profiles that are not high priority processes will be ended as soon as this broadcast is activated. A broadcast of this type cannot be ended by any other high priority application.
Use Cornet features	This field will only become visible if you have selected more than one broadcast (merged group). If you select this checkbox you can use system-specific features if they are assigned to the destinations of this subscriber, for example call waiting, call override, forced release. Note that these features are only available within the CorNet network.
Confirmation by keystroke within connection	If this box is checked all reaches subscribers are requested to confirm acceptance of the call by pressing any key on their telephone display. This makes sure that no call ends that actually reached an answering machine will be counted as "Subscriber has been successfully reached".
Monitor subscriber status	This field will only become visible if you have selected more than one broadcast (merged group). If this box is checked, DAKS will immediately disconnect any subscriber going into consultation hold (confidential calls).
Text message	Input field to enter a message that will be output to all subscribers via display or SMS (no more than 160 characters).

Table 15-3 Description of the fields in the window area "Broadcast to start"

15.3.3 Create schedulers for conferences

Description of the fields in the window "Conference to convene"

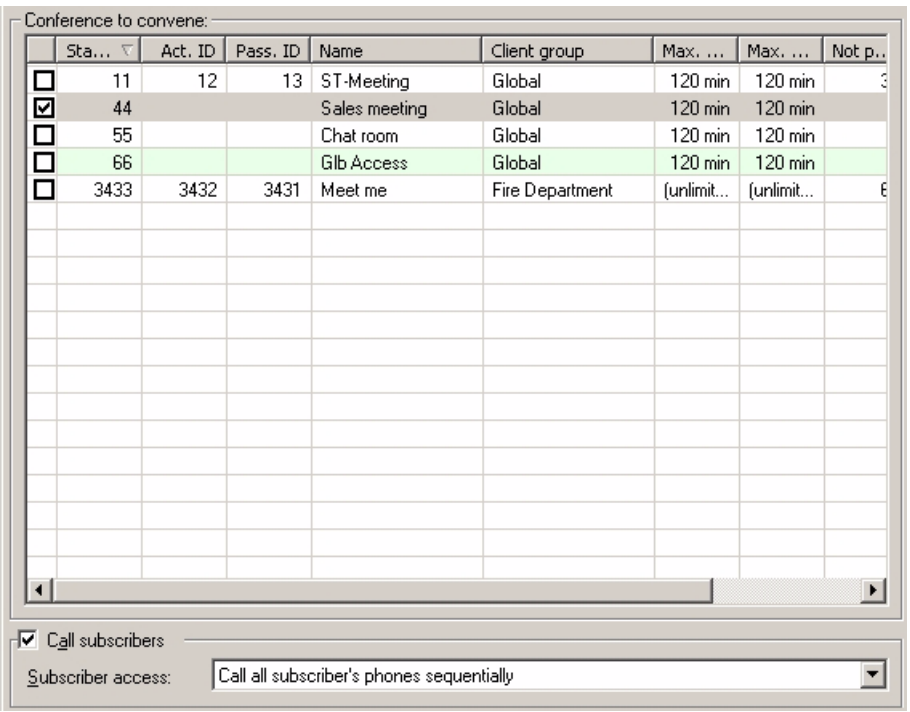
Field	Description
The lower section of the window "Edit scheduled actions" contains the area "Conferences to start". Note that this window area will only become visible if you opened the window inside the application "Conferences".  	
Field of table	List of all conferences that you can use in connection with this scheduled action. Set the symbol ☑ for the conference that shall be started at the scheduled time. **Note:** The **OK** button is not enabled unless you selected precisely one conference.
Call subscribers	If this box is checked, all conference members selected under "Conferee is called on conference start" in the window "Edit conferee" will be called at the start of the conference.

Table 15-4 Description of the fields in the window "Conference to convene"

Field	Description
Subscriber access	The entry made in this field determines the phone number(s) of the subscriber that will be dialed by DAKS. • Call all subscriber's phones sequentially (default): With this setting, DAKS will try to reach the subscriber at his 1st destination (telephone number) and, if unable to reach them there, at his 2nd destination. • Call subscriber's first phone only: With this setting, the subscriber will only be called at his 1st destination (first phone number). • Call subscriber's second phone only: With this setting, a subscriber will only be called at his 2nd destination (phone number).

Table 15-4 Description of the fields in the window "Conference to convene"

15.3.4 Create schedulers for the Info Telephone

Description of the fields in the window "Info Telephone profile to switch to"

Field	Description
The lower section of the window "Edit scheduled actions" contains the area "Info Telephone to switch to". Note that this window area will only become visible if you opened the window inside the application "Info Telephone". 	
Selection field	The entry in this field determines the info telephone profile that DAKS will switch to at the scheduled time.

Table 15-5 Description of the fields in the window "Info Telephone profile to switch to"

15.3.5 Delete scheduled actions

Follow the below instructions to delete a scheduled action:

No.	Step
1.	In and underneath the tree view "schedulers", select the application from which you want to delete the scheduled action. This will open the list of all entries that are available.
2.	In the list field, select the scheduled action you want to delete.
3.	Click on the symbol in the menu bar.
4.	Confirm the prompt with **Yes**. The entry in the scheduler will now be deleted.

Table 15-6 Delete scheduled actions

16 DAKS in Combination with Nurse Call Systems

Overview

This chapter shows you how nurse call systems communicate with DAKS. It also offers real-life setup examples and characteristics that apply to the link-up with certain nurse call systems.

Content

This chapter covers the following areas:

16.1 System overview, interworking between nurse call systems and DAKS

16.2 DAKS configuration

- 16.2.1 Key steps to connect DAKS with nurse call systems
- 16.2.2 Define, record and assign announcements
- 16.2.3 Create subscribers in the subscriber list
- 16.2.4 Configure broadcast groups and broadcast subscribers

16.3 Nurse call systems certified for DAKS

16.4 Special options in combination with Ackermann "clinocom 21"

16.5 Special options in combination with TotalWalther "medicall 800"

- 16.5.1 Configure the telephone/nurse call interface
- 16.5.2 Special function "Broadcast to ward"

16.6 Special options in combination with Tunstall "NewLine C201"

16.7 Special options in combination with the Siemens "HiCall" system

16.8 Configure an emergency call function with current location announcement

16.1 System overview, interworking between nurse call systems and DAKS

DAKS and a nurse call system can communicate together via the DAKS data interface, provided the interface is set up as a nurse call interface with ESPA protocol (see DAKS Service Manual).

It is this interface that is used to send the commands that trigger the activation/deactivation of predefined DAKS broadcast groups (Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts") and, if needed, also ACK reports to show the alarm results.

Together with an optional extension of the interface, it also enables the direct callback to calling patients. This functionality is achieved:

- through an analog telephone/nurse call interface activated via a/b plus and an audio path in the nurse call system, or
- through a digital telephone/nurse call interface activated via S_0 plus an audio path in the nurse call system, or
- through a telephone connected directly to the PBX (HiPath).

In all of these solutions, it is the nurse call system that determines how a call is processed, if a callback can be made and, if callback is possible, the destination to which it is sent.

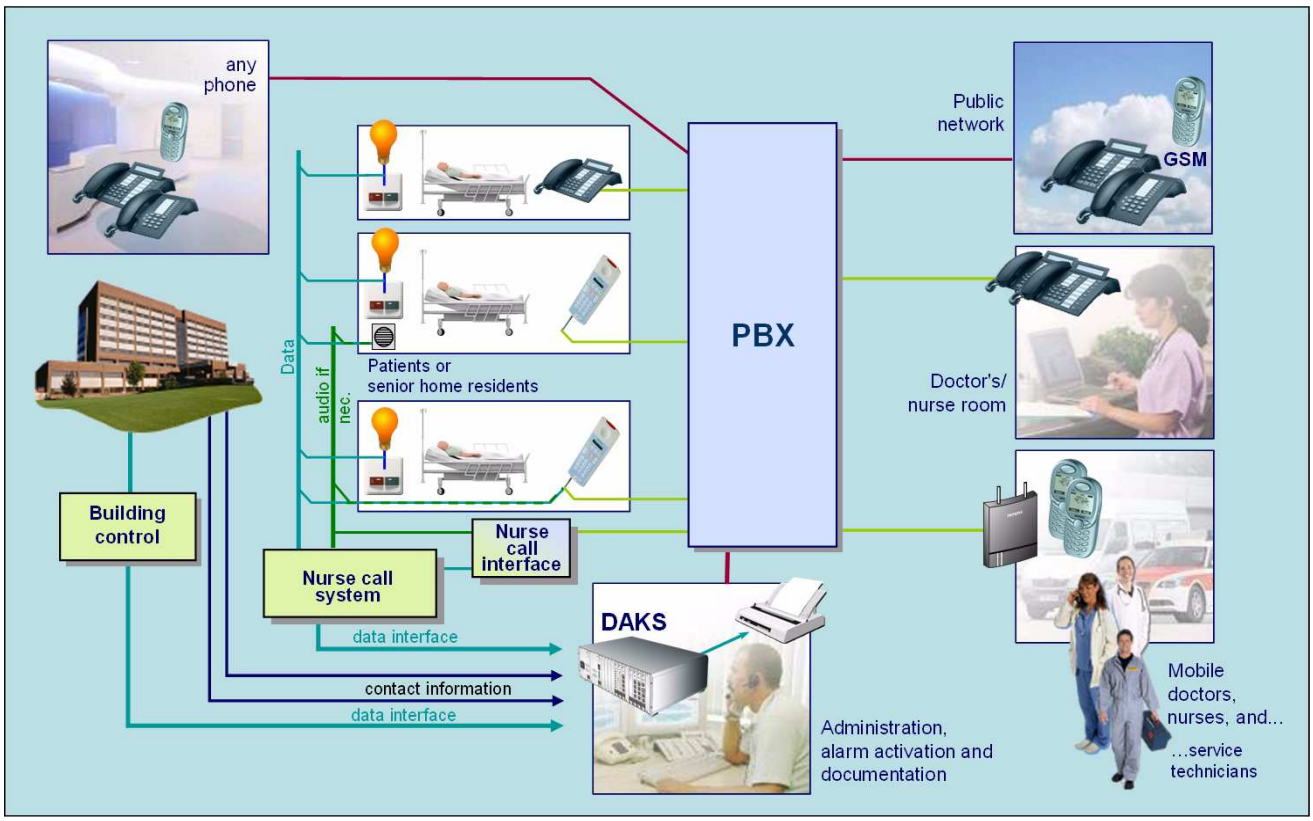


Image 16-1 DAKS and nurse call systems

The following elements are administrated in nurse call systems:

- only the identifier (ID) of the subscriber group to be activated depending on the ward, the nursing group and the connection type
- Display texts
- if needed, patient telephone numbers for callbacks
- if needed, ID codes that be used by DAKS to address the telephone/nurse call interfaces
- if needed, (call) numbers for the activation of the respective loudspeakers/bedside telephone stations of the patients
- if needed, urgency information

The following information is administrated in DAKS:

- the broadcast groups with the subscribers that need to be called, plus group-specific data such as the call processing strategy, the announcements to be played, etc.
- if needed, the telephone numbers and parameters needed by DAKS to address the telephone/nurse call interfaces

16.2 DAKS configuration

To couple DAKS with call systems, the interface to the DAKS server must be configured in keeping with the respective nurse call system. Also, broadcast groups need to be set up so that DAKS can alert the members of these groups.

16.2.1 Key steps to connect DAKS with nurse call systems

Follow the below instructions to connect DAKS with nurse call systems:

No.	Step	Section
1.	Install the DAKS server as described in the DAKS Service Manual and start it up without a data interface to the nurse call system.	DAKS Service Manual
2.	Install and configure DAKS-TTDbServer, DAKS-TTProcessServer, the Administrator-Tool, and the Operator-Tool.	DAKS-TT Installation Manual
3.	Enter the basic parameters.	Section 4.2, "Edit basic parameters"
4.	Configure the subscribers who shall be reached by the nurse call system.	Section 16.2.3, "Create subscribers in the subscriber list" and Section , "Create and Administrate Subscribers"
5.	Create a broadcast group and assign subscribers.	Section 16.2.4, "Configure broadcast groups and broadcast subscribers" and Section , "Set up, Administrate, Start and Monitor Broadcasts"
6.	Configure the pertinent interface to the nurse call system with the command "serial".	DAKS Service Manual
7.	Start up the data interface to the nurse call system.	DAKS Service Manual
8.	Test the configuration of the nurse call system.	

Table 16-1 Basic configuration for the connection with nurse call systems

16.2.2 Define, record and assign announcements

To operate with nurse call systems certain announcements must be available in DAKS. These announcements must be defined and, where necessary, recorded and assigned either to the pertinent broadcast groups (Section 9.7, "Administrate broadcast groups") or to the corresponding functions via the broadcast parameters (Section 9.6, "Define broadcast parameters").

For further details on the administration and recording of announcements, please see Chapter 6, "Create and Administrate Announcements". Here you will also find a list with all announcements that are included ex-works in the delivery, including their display texts.

If you prefer not to use certain announcements you can simply leave them out. In this case DAKS will play an audio tone sequence, instead.

In general, you will need the announcements listed below. This list also includes suggestions for alternative texts and texts that are specifically designed for clinics, retirement or nursing homes:

Type of announcement	**Sample text**	**for** [1]
Override announcement	Nurse call....Please hang up now.	all
if confirmation positive [2]	You have acknowledged the call.	all
if confirmation negative [2]	You have refused the call.	all
Pos./neg. confirmation request [2]	If you want to retain the call press 1. If you cannot take the call press 0.	all
Pos./neg. confirmation request or callback with 5 [2]	If you want to speak to the caller, press 5. To retain the call, press 1. If you cannot take the, call press 0.	A, To
Neg. confirmation request/connect with 5 [2]	If you want to talk to the caller, press 5. If you are not able to take this call, press 0.	Tu
Request for Pos./neg. confirmation or callback with 5 or 6 [2, 5]	Press 5 to callback through the room loudspeaker. Press 6 to callback over the phone. Press 1 to retain the call. If you are not able to take the call, press 0.	To
End of broadcast announcement	The broadcast has already finished, please hang up.	all

Table 16-2 Announcements for the connection with nurse call systems

Type of announce-ment	**Sample text**	**for** [1)]
Nursing staff call [3)]	Patient call, please check your display.[4)]	all

Table 16-2 Announcements for the connection with nurse call systems

Type of announce-ment	**Sample text**	**for** [1]
Emergency doctor call [3]	Emergency doctor call, please check your display.[4]	all
Cardiac alarm [3]	Cardiac alarm, please check your display.[4]	all
Technical malfunction [3]	Technical malfunction, please check your display. [4]	all

Table 16-2 Announcements for the connection with nurse call systems

[1] Nurse call systems that support these performance features are:
- A = Ackermann "clinocom 21"
- To = TotalWalther "medicall 800"
- Tu = Tunstall "NewLine C201"

[2] general announcement
[3] group-specific announcement
[4] If someone picks up a ringing handset and put it right to his ear, the above announcements will inform the listener that the place from where the call was set off is output on the handset display.
[5] feature not yet realized in TotalWalther "medicall 800".

16.2.3 Create subscribers in the subscriber list

All subscribers, i.e. nurses, doctors, technical personnel etc., who need to be reached in combination with a nurse call system, must be included in the DAKS subscriber just list like any other subscriber (Section 7.4, "Administrate subscribers"):

- either user-related if the handset is assigned to a specific person, or
- function-related if the handset is handed over to the next user at the end of the shift.

The following table will give you two examples:

Field description	**Example Function-related**	**Example User-related**
Name	Nursing staff 1	Dr. Faber
First Name	Ward 2 / Group 3	Horst
Position		Ward doctor
Department		Ward 1
Call number first destination	3821	3505
Connection type	Internal	Internal
Ringing signal	Alarm	Alarm
On busy	Emergency intrusion [1)]	Emergency intrusion [1)]
Other options	Normally none	Normally none
only for certain time segments, if needed	usually to be dialed in all time segments	usually to be dialed in all time segments

Table 16-3 Example of subscriber data (function-related and user-related)

[1)] It is especially the behavior on busy during an emergency call that needs to be specified directly with the customer; the options available here include forced release, emergency intrusion, intrusion, camp on (call waiting), or redial.

16.2.4 Configure broadcast groups and broadcast subscribers

This section shows you special settings and gives you examples how to create broadcast groups and broadcast subscribers in combination with nurse call systems. For further details on this subject, please see Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts".

Identifiers and descriptions

The below tables show you how to allocate IDs of broadcast groups and names that tally with the standard databases of nurse call systems.

They take into consideration:

- Emergency doctor calls: hospital-wide and across the ward
- Cardiac alarms: hospital-wide and across the ward
- Regular nurse calls: for specific nurse groups and across the ward
- Technical malfunctions: hospital-wide and across the ward

Broadcast ID	**Name**	**Ward**	**Nurse group**	**Connecting interface** [1)]
0077	EMERGENCY DOCTOR CALL ALL	Hospital-wide		
0177	EMERGENCY DOCTOR CALL WD1	1		T01 or A01
0277	EMERGENCY DOCTOR CALL WD2	2		T02 or A02
:				
1577	EMERGENCY DOCTOR CALL WD15	15		T15 or A15

Table 16-4 Recommendations for emergency doctor calls

Broadcast ID	**Name**	**Ward**	**Nurse group**	**Connecting interface** [1)]
0088	CARDIAC ALARM ALL	Hospital-wide		
0188	CARDIAC ALARM WD1	1		T01 or A01
0288	CARDIAC ALARM WD2	2		T02 or A02
:				

Table 16-5 Recommendations for cardiac alarms

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
1588	CARDIAC ALARM WD15	15		T15 or A15

Table 16-5 Recommendations for cardiac alarms

[1] Must only be set up for Ackermann "clinocom 21" and TotalWalther "medicall 800". For Total-Walther, the name of the interface must be "T..."; for Ackermann you can choose any name (here for example: "A...").

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
0100	NURSING STAFF CALL WD1	1		T01 or A01
0101	NURSING STAFF CALL WD1 GR 1	1	1	T01 or A01
0102	NURSING STAFF CALL WD1 GR 2	1	2	T01 or A01
:				
0105	NURSING STAFF CALL WD1 GR 5	1	5	T01 or A01

Table 16-6 Recommendations for nurse calls to Ward 1

Broadcast ID	Name	Ward	Nurse group	Connecting interface [1]
0200	NURSING STAFF CALL WD2	2		T02 or A02
0201	NURSING STAFF CALL WD2 GR 1	2	1	T02 or A02
0202	NURSING STAFF CALL WD2 GR 2	2	2	T02 or A02
:				
0205	NURSING STAFF CALL WD2 GR 5	2	5	T02 or A02

Table 16-7 Recommendations for nurse calls to Ward 2

Broadcast ID	Name	Ward	Nurse group	Connecting interface 1)
1500	NURSING STAFF CALL WD15	15		T15 or A15
1501	NURSING STAFF CALL WD15 GR 1	15	1	T15 or A15
1502	NURSING STAFF CALL WD15 GR 2	15	2	T15 or A15
:				
1505	NURSING STAFF CALL WD15 GR 5	15	5	T15 or A15

Table 16-8 Recommendations for nurse calls to Ward 15

Broadcast ID	Name	Ward	Nurse group	Connecting interface 1)
0099	MALFUNCTION GENER-AL	Hospital-wide		
0199	MALFUNCTION WD1	1		
0299	MALFUNCTION WD2	2		
:				
1599	MALFUNCTION WD15	15		

Table 16-9 Recommendations for malfunction calls

Use Cornet-N(Q)® features

If needed, check the box "Use CorNet-N(Q) features" in the tab "Properties" of the window "Edit broadcast group".

If this field is enabled, DAKS will activate all subscriber-specific options that are entered here at the dial-up, i.e. special ring signals, special behavior on busy etc..

We recommend that this box

- is checked for cardiac alarms
- is checked for emergency doctor calls
- is not checked for regular nurse calls
- is not checked for fault or malfunction messages

If intrusion or camp on at busy are the only CorNet features that shall be activated when coupling DAKS with Ackermann "clinocom 21" or TotalWalther "medicall 800", make sure you do not tick the box "Use CorNet-N(Q) features" and configure the nurse call system to the effect that "Priority = 2" is included in the ESPA dataset.

Process

To enable callback to patients, the following settings needs to be made in the tab "Process" of the window "Edit broadcast group":

- Set "Number of subscribers to reach" to "1".
- For parallel dialing (box "Dial members sequentially" not checked) be careful to tick "Terminate on success".
- Do not forget to check the box "Also negative confirmation possible".

We recommend the following setups:

- For regular nurse calls and for fault or malfunction messages:
  - Tick the box "Also negative confirmation possible"
  - Do **not** tick the box "Process calls priority level by priority level"
  - Set the "Number of subscribers to reach" to "1"
  - Select sequential or parallel calling, depending on the needs of the customer (tick/not tick the box "Call subscribers sequentially")
  - For parallel dialing, tick the box "Terminate on success"

- For emergency doctor calls:
  – Tick the box "Also negative confirmation possible"
  – Do **not** tick the box "Process calls priority level by priority level"
  – Set the "Number of subscribers to reach" to "1"
  – Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
  – Tick the box "Terminate on success"
- For cardiac alarms:
  – Do **not** tick the box "Also negative confirmation possible"
  – Do **not** tick the box "Process calls priority level by priority level"
  – Set "Number of subscribers to reach" to "Undefined"
  – Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
  – Do **not** tick the box "Terminate on success"

Announcements

All announcements that you want DAKS to use must be assigned to the relevant groups as standard announcements in the tab "Announcements" of the window "Edit broadcast group" (same as e.g. Section 16.2.2, "Define, record and assign announcements"):

- assign the "Nurse call" announcement to regular nurse calls
- assign the "Technical malfunction" announcement to fault or malfunction messages
- assign the "Emergency doctor call" announcement to emergency doctor calls
- assign the "Cardiac alarm" announcement to cardiac alarms

Display

All broadcast groups can be assigned the same display messages in the tab "Display" of the window "Edit broadcast group":

• Display output to initiator:	"Group-specific text" (no effect if activated via data interface)
• Number:	"No further digits" (no effect if activated via data interface)
• Display outputs to other subscribers	"Initiator/input name" (used to show the received text)
• Number	"None" (if needed, used to show the "Calling Number" contained in the text string)
• DTMF message to pagers:	"None" (routinely no pagers are called)

Settings for broadcast members

Usually, the setting in the window "Edit broadcast member" stays subscriber-specific (subs.-spec.) for "Priority". In the field "Announcement", the group-specific announcement is assigned.

SMS messages

If an SMS memory is available, the messages to be stored there must be specified together with the customer. To enter the relevant settings, go to the field "Store in SMS memory" in the window "Edit broadcast member".

The following options are available:

- all
- none
- transfer only on pos. result: "Answering new call"
- transfer only on neg result

Confirmation of broadcasts

For the purposes of confirmation, we recommend you make the following setting in the window "Edit broadcast member":

- For regular nurse calls, fault or malfunction messages and emergency doctor calls:
  Tick the box "Confirmation by keystroke within connection"
- For cardiac alarms:
  Do not tick any of the boxes in the window area "Special confirmation"

Callback to patients is only enabled if you heck the box "Confirmation by keystroke within connection" for the group members (see window area "Special confirmation", window "Edit broadcast member").

Note that the box "Interpret ringing as being reached" is only used for rather insignificant notifications or when as few subscribers (nurses) shall be called.

If this box is checked and a subscriber fails to take a call in the maximum ring time, the system will launch a forward disconnect.
This leads to:

- the result "Waiting for callback" if positive and negative confirmation is enabled for this broadcast,
- or immediately to a positive end result if negative confirmation is not enabled for this broadcast,

In the first case DAKS will, in the sequential calling of subscribers, therefore first wait for a call-back (time configurable, Section 9.6, "Define broadcast parameters"), before calling the next subscriber.

This features gives a nurse, who is available but presently unable to take the call directly, the chance to confirm positive with a callback to DAKS before the system calls the next nurse.

Note that once the call is confirmed by callback, DAKS cannot connect a call to the patient.

16.3 Nurse call systems certified for DAKS

The 3 certified nurse call systems Ackermann "clinocom21", TotalWalther "medicall 800", and Tunstall "NewLine C201", all use different strategies with regard to:

- the connecting interface
- Callback procedure
- the signaling of the callback destination
- the signaling during the call
- Options available to the nurse

The below tables is used to compare these systems:

	Ackermann "clinocom 21"	**TotalWalther "medicall 800"**	**Tunstall "NewLine C201"**
Connecting interface	Digital S_0/ S_{2M} (TI)	analog a/b (LVTI)	analog
Callback procedure	DAKS calls the connecting interface.	DAKS calls the connecting interface.	The connecting interface places a preparatory call to DAKS before sending the ESPA data set.
Signaling of destination within the nurse call system	Signaling via ESPA status message	Signaling via ESPA status message	resulting from the preparatory call made
Signaling during the call between the nurse and the patient	Signaling via ESPA status message	Changeover of keypad signaling (of nurse) to DTMF signaling in the direction of the connecting interface	Changeover of keypad signaling (of nurse) to DTMF signaling in the direction of the connecting interface
Options available to the nurse	• refuse • accept without voice connection • accept with voice connection	• refuse • accept without voice connection • accept with voice connection	• refuse • accept with voice connection

Table 16-10 Comparison of the certified nurse call systems

16.4 Special options in combination with Ackermann "clinocom 21"

The following special features apply in combination with the Ackermann nurse call system "clinocom 21":

- A DAKS broadcast is triggered by the nurse call system via the ESPA interface.
- The called subscriber can confirm at the push of a button, either positive or negative, or establish a voice connection to the calling patient.
- Only if a voice connection is wanted will DAKS establish a telephone connection via the digital telephone interface TI (S_0 or S_{2M}) in form of a callback to the telephone at the patient's bedside.

Configure the telephone interface

Every telephone interface (TI) to the nurse call system that needs to be activated must additionally be configured as individual connection type in the following way (Section 4.3, "Set up connection types"):

- Name/ID code can be freely selected, e.g.:
  TI for Ward 1 = A01,
  TI for Ward 2 = A02,
  etc.
- Type of the telephone or handset: normal subscriber
- Access prefix: call number of the respective TI
- Max. number of outgoing connections: never more than the number of lines that are available

16.5 Special options in combination with TotalWalther "medicall 800"

The following special features apply in combination with TotalWalther "medicall 800"

- A DAKS broadcast is triggered by the nurse call system via the ESPA interface.
- The called subscriber can confirm at the push of a button, either positive or negative, or establish a voice connection to the calling patient.
- Only if voice connection is wanted will DAKS establish a telephone connection via the analog telephone interface TI LVTI (a/b) as callback to the telephone at the patient's bedside.

16.5.1 Configure the telephone/nurse call interface

Every telephone interface (TI) to the nurse call system that needs to be activated must additionally be configured as individual connection type in the following way (Section 4.3, "Set up connection types"):

- Name/ID code:
  LVTI for Station 1 = T01,
  LVTI for Station 1 = T02,
  etc.
- The type of the terminal: pager with DTMF dialing and audio
- The access prefix: the call number of the a/b port for the respective LVTI
- The max. no. outgoing connections: "1"
- Waiting times:
  after seizure before DTMF outputs = 2 seconds,
  between DTMF outputs = 2 seconds

16.5.2 Special function "Broadcast to ward"

This function enables you to have a predefined broadcast text issued via the loudspeakers of the nurse call system. To use this function, DAKS must be arranged in the following way:

Setting up additional subscribers for each LVTI to be activated:

- Name: e.g. "Announcement"
- First name: e.g. "to ward x"
- Call number of first destination: *1#
- Connection type: LVTI ward x

- Other options: none

Administration and recording of announcement(s):

- Announcement: e.g. "Evacuation alarm! Please leave the building immediately".

After you start the recording and press the star "*****" key and wait about 5 seconds before you begin your announcement. This ensures that the announcement is always played back after the "beep".

Setting up broadcast group(s):

Settings in the window "Edit broadcast group":

- Name: e.g. "BROADCAST WD x"
- ID: e.g. "9901...9915" for the wards 1 to 15
- Tab "Process":
  - Do **not** tick the box "Also negative confirmation possible"
  - Do **not** tick the box "Process calls priority level by priority level"
  - Set "Number of subscribers to reach" to "Undefined"
  - do **not** tick the box "Terminate on success"
  - Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)
- Tab "Properties":
  - If needed, check the box "Continue broadcast even after initiator hanging up"
- Tab "Announcements":
  - Default announcement: e.g. "Evacuation alarm announcement" (create and record this announcement in advance)
- Tab "Display":
  - Display output to initiator: "Group-specific text"
  - Number to initiator: "No further digits"
  - Display output to other subscribers: "Group-specific text"
  - Number to other subscribers: "ditto/via tel. calling no." (not relevant here)
  - DTMF message to pager: "None"

Broadcast member = relevant LVTI with the following specific properties:

- Window area "Member-specific attributes":
  - Set the "Priority" to "subscriber specific" or "9"
  - "Announcement": Select group-specific announcement
  - Set "Store in SMS memory" to "never transfer"
- Window area "Special confirmation"
  - make no selection

Broadcasts can also be addressed to several wards or to an entire building; to use this feature, simply assign several LVTIs to the broadcast groups.

16.6 Special options in combination with Tunstall "NewLine C201"

The following special features are available in combination with Tunstall "NewLine C201"

- Here, callback is realized by the nurse call system making a preparatory call to DAKS first.
- A corresponding ESPA data set is only sent after this call is made.
- The called nurse can either refuse or take the call. If the call is accepted, the nurse will automatically be put through to the connection that is already established by the nurse call system (incl. keypad signaling after DTMF conversion).
- Note that no callback interface needs to be set up for this option.

16.7 Special options in combination with the Siemens "HiCall" system

The following special features are available in combination with Siemens "HiCall" system"

- Per room HiCall supports $U_{P0/E}$ as telephone interface.
- In the field "Display message" of the pertinent des ESPA dataset, HiCall transmits to DAKS the callback number of the room or of the patient bedside phone.
- The callback from DAKS is sent to the patient telephone using the connection type "Normal subscriber".
- HiCall exclusively applies the ESPA priorities 2 and 3.
- In combination with HiCall the ESPA addresses are static, with the address **0** used for HiCall and the address **1** used for DAKS.

16.8 Configure an emergency call function with current location announcement

Even though the emergency call function is carried out exclusively by DAKS (without the nurse call system) and although it is covered in detail in Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts", it is a function that is of particular importance in the area of hospitals and nursing homes and therefore treated here using real-life examples.

An emergency call with the latest announcement indicating the current location of the distressed person can be used to summon first responders to a location where no nurse call handsets with automatic localization are available (e.g. outdoor areas, entrance halls, canteens, cellars, corridors, etc.).

Here, the activation is made over the phone:

- either by dialing an easy to remember call number, e.g. "3333",
  (redirected within HiPath to the relevant DAKS function)
- or through a permanent telephone directory entry, e.g. "Emergency Call"
- or via speed-dialing.

DAKS expects the <*activation code*> + the <*valid PIN*> + the <*group identifier*>
(Section 9.11.7, "Start broadcasts with ad hoc announcement").

Sequence

After an advisory announcement, the site where the event occurred and the type of the emergency can immediately be recorded in form of an ad hoc announcement and confirmed with the star "*****" key.

This call will then be transferred to the on-call resuscitation team (house-wide, throughout the hospital). The pertinent announcement consists of the broadcast announcement and the most recent (current) recording. This call will also be played to the person in need of help for verification.

To use this function, the above-mentioned advisory announcement must be defined and recorded in DAKS. In addition, you need to create a broadcast group in the following way:

Settings in the window "Edit broadcast group"

- Name: e.g. "DECT EMERGENCY CALL"
- ID: e.g. "9990"
- Tab "Process":
  – Do **not** tick the box "Also negative confirmation possible"
  – Do **not** tick the box "Process calls priority level by priority level"
  – Set "Number of subscribers to reach" to "Undefined"

- do **not** tick the box "Terminate on success"
- Do **not** tick the box "Call subscribers sequentially" (i.e. parallel calling)

- Tab "Properties":
  – Select "Use CorNet-N(Q) features"
  – Tick "Continue broadcast even after initiator hanging up"
- Tab "Announcements":
  – Default message: "Emergency call" announcement (be careful to set up and record this announcement in advance)
- Tab "Display":
  – Display output to initiator: "Group-specific text"
  – Number to initiator: "No further digits"
  – Display output to other subscribers: "Group-specific text"
  – Number to other subscribers: "ditto/via Tel: calling number"
  – DTMF message to pager: "None"

Settings in the window "Edit broadcast member"

- Window area "Member-specific attributes":
  – Set the "Priority" to "subscriber specific" or "9"
  – "Announcement": Select group-specific announcement
  – Set "Store in SMS memory" to "never transfer"
- Window area "Special confirmation"
  – make no selection

17 DAKS Positioning Services

Overview

This chapter shows you how to set up, administrate and start the DAKS Positioning Services, short DPS. It explains the functions of the Administrator-Tool as well as the functions that can be carried out over the phone and through the Operator-Tool.

Content

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  - 17.3.1.2 Location range display text messages
- 17.3.2 Special features of location tracking in DECT infrastructures
  - 17.3.2.1 Ambiguity algorithm
  - 17.3.2.2 Location tracking in HiPath 4000 DECT infrastructures (Cordless E)
  - 17.3.2.3 Location tracking in any DECT infrastructure
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  - 17.3.4.1 Voice announcement and display text message over the phone
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17.6.2 Broadcasts and conferences with location tracking
17.6.2.1 Toolbar and menu items
17.6.2.2 Output tracking results in broadcasts and conferences

17.7 Operation of location tracking processes activated over the phone

17.1 Overview

The ability to identify the location of a mobile person anywhere on a company ground through an accurate location tracking process that covers the entire area has become a key element when it comes to modern staff protection at work and also logistics systems. Cordless telephones can be located in DECT as well as in WiFi networks. The handsets and terminals that can be tracked and located range from simple telephones and emergency terminals to TAGs and single button medallions without voice communication, and come from many different manufacturers.

DAKS uses the tracking results for example:

- in combination with emergency calls in which alerted subscribers that are called by the system are informed of the location of a distressed or exposed person,
- in geriatric care as extra information for the care staff members that are called automatically when a disoriented patient leaves his regular area or
- if, independent of the alarm situation, the present location of a specific person needs to be identified.

The **D**AKS **P**ositioning **S**ervices (DPS) of the Classic Applications of DAKS Release 7, or HiPath DAKS V3 R0, form the central positioning manager of DAKS or HiPath DAKS.

- In combination with the DAKS server, they transmit the computed tracking results as voice announcements or display text messages to the telephones,
- show the tracking results as text message through the DAKS-TT Operator-Tool, and
- visualize in combination with DPS-view the obtained tracking results in maps that are structured hierarchically (Section 17.3.7.1, "Special features in location tracking inquiries for Siemens WL2 handsets").

Which tracking results are output depends on the terminals that need to be located and on the parameters of DPS, but particularly also on the fact whether or not the DAKS Positioning Services operate independently or in cooperation with one (exceptionally also with two) external positioning servers.

If the DAKS Positioning Services operate autonomously, this operation is referred to as **DPS location tracking**.
The input information that is received by DPS consists of:

- either the Visited Station, i.e. the base station or access point that the terminal you need to locate is currently using to communicate with the system (= **DPS Accuracy Level 1**),
- or the details on the base station or access points that the terminal is receiving, including the field strength values and there signal strengths (= **DPS Accuracy Level 2**).

This data is shown in form of the tracking results, either directly or filtered, or together with additional information on larger areas where the wanted person might be currently located.

DPS offers the accuracy level 1 in combination with non-Gigaset or older Gigaset handsets in HiPath 4000 DECT infrastructures, but also in combination with Ascom i75 handsets without Ekahau client if a handset of this kind was used to set off an alarm.

DPS offers the accuracy level 2 in combination with all current Gigaset terminals in HiPath 4000 DECT infrastructures, but also for GMD medallions in any DECT or WiFi network and for Siemens WL2 telephones.

When operating together with external positioning servers, these servers compute the location from the received base stations or access points and their field strengths by applying complex algorithms and reference measurements. This information is then transmitted to DPS where it is output in form of the tracking results (= **DPS Accuracy Level 3**).

In this process, the base station or access point details and field strength values are sent to the external positioning servers:

- either through an own interface to the terminals,
- or through DPS.

If the latter is applied, the location tracking can be carried out through DPS, which would then function as a fall-back level for tracking processes that are carried out through the external location server, for example if there is a malfunction of that server or if no tracking results are received, or if the results that are obtained make no sense.

DAKS presently supports the following external positioning servers (Section 17.3.5, "DPS Accuracy Level 3"):

- Siemens HiPath Positioning System (HPS) (Section 17.4.1) for the precise location tracking of
  Siemens Gigasets, GMD-11/12 Medallions and Siemens WL2 handsets.
- Ekahau Positioning Engine (EPE) (Section 17.4.2) for the precise location tracking of Ekahau-TAGs, Siemens WL2 handsets and Ascom i75 telephones.

So-called **fully trackable terminals** are needed for the DPS accuracy levels 2 and 3. These handsets are able to output the base stations they are receiving, with the corresponding field strength values.

The WiFi location tracking by DPS works in any WiFi infrastructure. It does not apply the tracking method in which the network infrastructure identifies the field strength with which a handset is received.

Please go to the next page for a graphic rendition of the communications flows that are possible with DPS.

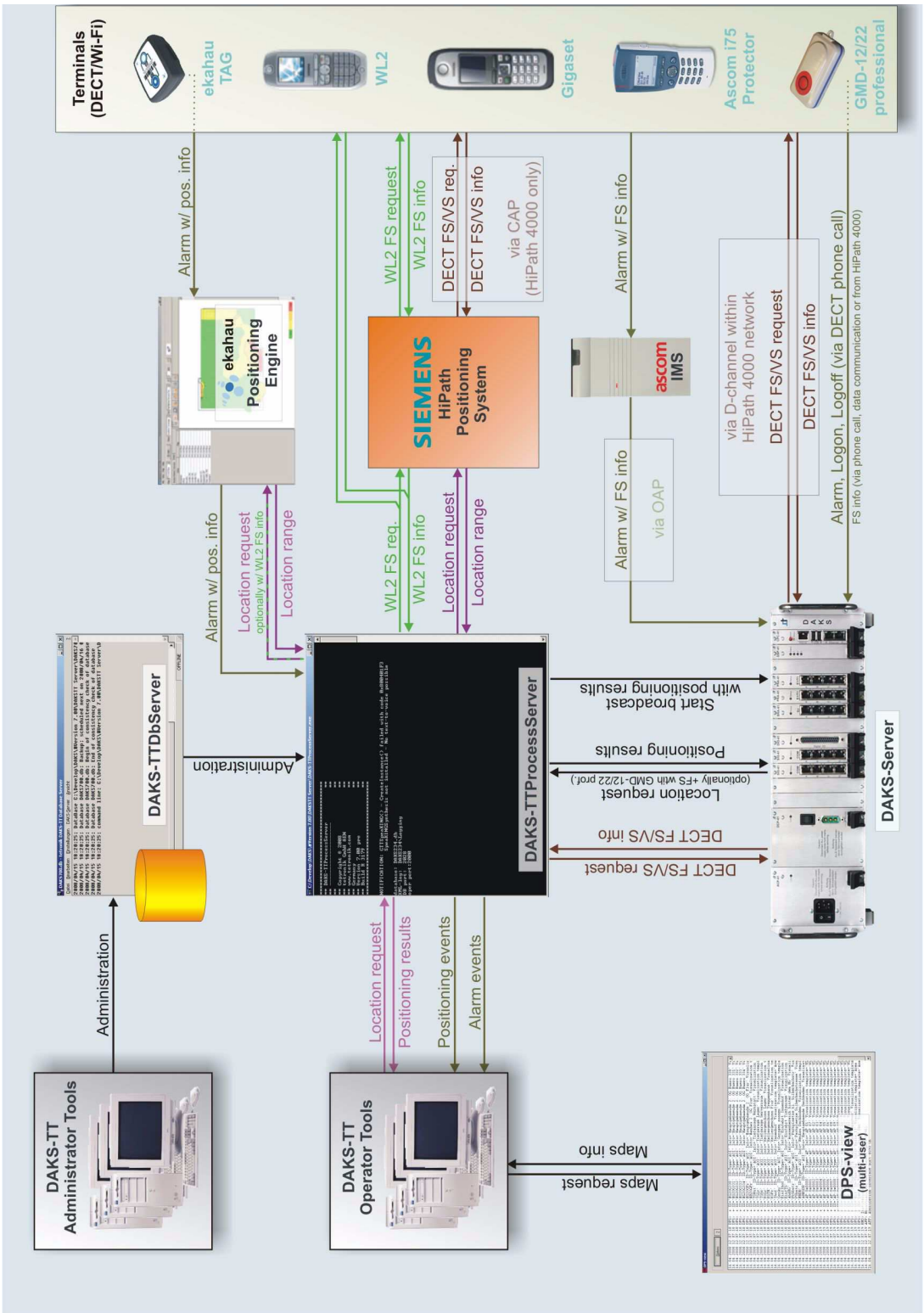


Image 17-1 Communication flows for DAKS with DPS

17.2 Dependence of DPS settings on other settings

Apart from the settings in windows that are used to administrate DPS there are also fields in other windows that have an immediate effect on DPS.

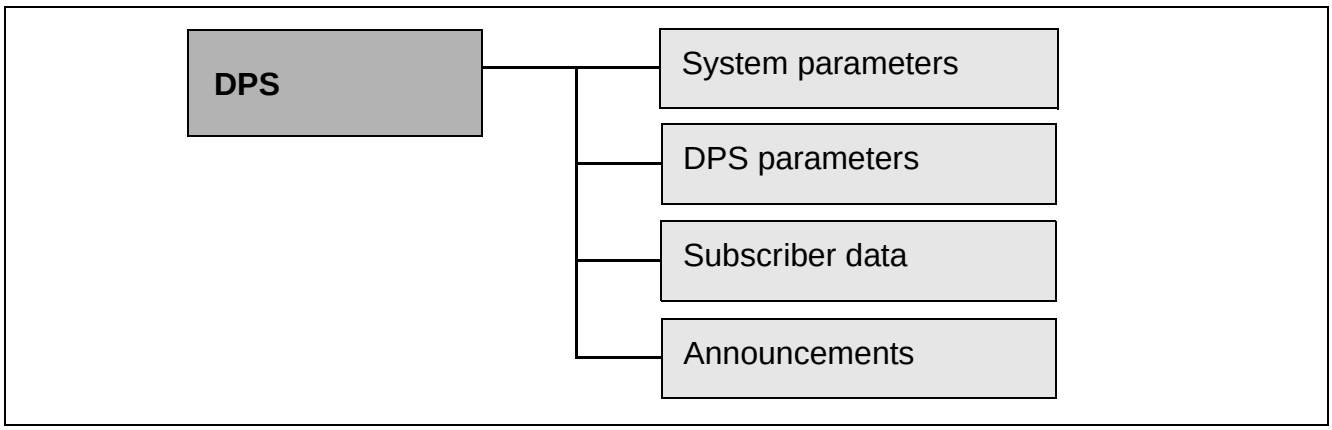


Image 17-2 Dependence of DPS settings on other settings

System parameters:

- **Dialthru codes**:
  Dialthru codes define the combination of characters that can be used to activate the function that tracks the location of administrated devices over the phone (Section 4.5, "Define the Dialthru codes").

DPS parameters:
The parameters of DPS determine the basic settings that govern DPS (Section 17.5.2, "Edit DPS parameters").

Subscribers:
For the subscriber destinations enter the trackable terminals (Chapter 7, "Create and Administrate Subscribers").

Announcements:
On condition they have already been properly created (Chapter 6, "Create and Administrate Announcements"), announcements can be assigned to different location ranges and external servers.

17.3 Detailed summary of the DAKS Positioning Services

DPS is an integral component of the DAKS-TTProcessServer. For the location tracking functionality, DPS constitutes the central unit in the communication flows between the various components.

DPS accepts location tracking inquiries from the DAKS server or from the Operator-Tool, sends inquires to external location servers (if available), edits voice and display text messages and provides the received details to visualize the tracking information with DPS-view.

17.3.1 Location ranges

DPS differentiates between 3 hierarchically organized types of location ranges:

- **Sites** are company sites or campus grounds, e. g. located in different urban areas.
  - Normally they do not have overlapping radio zones areas.
  - They can have different DECT IDs.
- **Wide ranges** are large areas within a company ground, e. g. all buildings or the entire north/south lot.
  - All wide ranges of a site share the same DECT ID.
- **Close ranges** are smaller areas that are located within a wide range, e. g. "Canteen" or "Room 214".

Access points and basis stations are always assigned to a close range.

The factors that determine if a distinction is made between a wide range and a close range are adjustable in every project. If only one site is administrated or if no distinction shall be made for wide ranges, the system allows the user to hide the sites or wide ranges in the administration independently of one another.

Every location range has a unique identifier that is used as reference by the external location server (EPE or HPS) when tracking the location of a person with interpreting (DPS accuracy level 3), and that is also included when the external server sends the tracking results to DPS.

In principle the external positioning servers can report a site, a wide range or a close range as tracking information, in practice, however, it is usually a close range that is communicated.

17.3.1.1 Location range announcements

Sites and wide ranges can be assigned exactly one announcement while close ranges can be assigned up to 3 announcements each (Chapter 6, "Create and Administrate Announcements").

If one or several location ranges are identified as tracking information, the voice announcements per location range will consist of **up to 3 announcements** (if available) that are assigned to the individual hierarchy levels, namely:

- If a site is identified in the results, the system will play the announcement assigned to that site.
- If a wide range is identified in the results, the system will play:
  - site announcement + wide range announcement, provided a distinction is made between individual sites,
  - or only the announcement assigned to the wide range.
- If a close range is identified in the results, the system will play:
  - site announcement + wide range announcement + 1st close range announcement,
    provided a distinction is made between sites and wide ranges and only if both the site and the wide range announcement are available.
  - site announcement + 1st close range announcement + 2nd close range announcement
    provided a distinction is made between sites but not between wide ranges, and only if the site announcement is available.
  - wide range announcement + 1st close range announcement + 2nd close range announcement
    provided a distinction is made between wide ranges but not between sites, and only if the wide range announcement is available.
  - 1st close range announcement + 2nd close range announcement + 3rd close range announcement
    in all other cases, i.e. if neither a distinction is made between wide ranges nor between sites,
    or if the wide range and/or site announcement are not available.

17.3.1.2 Location range display text messages

Sites, wide ranges and close ranges can be assigned exactly one display text message each.

If one or several location ranges are identified in the tracking information, the display text outputs will consist of the display text messages that are assigned to the individual hierarchy levels

- If a site is identified in the results, the system will output the display text message assigned to that site.
- If a wide range is identified in the results, the system will output:
  - site display text message + wide range display text message, provided a distinction is made between individual sites,
  - or only the display text message assigned to the wide range.
- If a close range is identified in the results, the system will output:
  - site display text message + wide range display text message + close range display text message,
    provided a distinction is made between sites and wide ranges,
  - site display text message + close range display text message,
    provided a distinction is made between sites but not between wide ranges,
  - wide range display text message + close range display text message,
    provided a distinction is made between wide ranges but not between sites.

17.3.2 Special features of location tracking in DECT infrastructures

17.3.2.1 Ambiguity algorithm

Within the network, the DECT base stations send, in keeping with the GAP standard, their identifiers as 8-Bit information. It is on the basis of this information that DECT handsets can, in a DECT network, differentiate between up to 256 individual base stations.

Very large networks with over 256 base stations may experience ambiguous results, i. e. two or more base stations may send the same identifier through DECT.

These ambiguities are resolved by DPS with the help of the **Ambiguity Algorithm**. To do so, DPS needs:

- the unequivocal information on the Visited Station (currently only provided by HiPath 4000 networks through CorNet-NQ) and
- the x-/y-coordinates of all base stations related to any reference point on the company grounds. (Note that these coordinates must additionally be administrated in the base station database.)

During a tracking process to identify the present location of a device, the ambiguity algorithm operates as follows:

- Due to the unequivocal information on the visited station and as a result of the the restricted reach of DECT, the radius of the area surrounding the station where the positioned terminal must be located is limited in size.
- By applying the coordinates of the unequivocal base stations the system can compute if the terminal that needs to be located can see both the unequivocal base station and the visited station at the same time, making it possible to exclude all base stations that fail to match the profile because of their location.
- Finally the system verifies if any other ambiguities still remain after the filtering process; if so (although this should not be the case in a healthy network planning) the system will now additionally filter all ambiguous base stations.

17.3.2.2 Location tracking in HiPath 4000 DECT infrastructures (Cordless E)

DPS receives the field strengths of fully trackable terminals via the trunking interface by sending the call number through the ISDN communication protocol CorNet-NQ.

In Cordless-E infrastructures base stations are identified through:

- **the DECT ID**:
  Every self-contained and logical DECT network carries a unique DECT ID between 0x0 and 0xFFFFFFFF (4 bytes hexadecimal).
- **the SLC number:**
  Every SLC (cordless board in a HiPath) in a DECT network (characterized by its DECT ID) carries a unique number between 0x0 and 0xFFFF (2 bytes hexadecimal).
- **and the Port number:**
  Every base station connected to an SLC identifies itself with its connection port number between 0 and 15 (4 bit encoded).

When a location tracking inquiry is received to identify the location of a DECT handset (i.e. for a specific call number), the HiPath 4000 typically sends back after maximally 35 s (time adjustable in the DAKS server) the following tracking results:

- **Visited Station** (exactly 1 entry):
  Complete base station identifier consisting of: DECT ID, SLC- and port number.
- **Received base station with field strength**
  (only for fully trackable terminals; 1 entry for each received base station),
  each consisting of:
  - the abbreviated base station identifier (8 bit in keeping with GAP standard, see above) = the bottom 4 Bit of the SLC number + Port number (4 Bit) of the SLC board
  - and the field strength value (RSSI value) as 1 Byte information.

As already mentioned above, the fact that the base station identifier is transferred incomplete can lead to ambiguities; in HiPath 4000 this is always the case if the bottom 4 Bit of two SLC numbers are identical (e. g. SLC numbers 1 and 17, or 3 and 35). These ambiguities occur in DECT networks with over 16 SLCs and can be resolved with the ambiguity algorithm (Section 17.3.2.1, "Ambiguity algorithm").

Error message if a tracking fails (SLC cause, Table 17-1). As a rule, the inquiry is first directed to the home SLC of the handset that in return, if applicable, forwards the inquiry to the SLC that is currently visited (visited SLC).

Due to the fact that a single SLC can normally manage up to 5 (maximally up to 8) parallel location tracking inquiries, the maximum number of simultaneous inquiries to HiPath 4000 must be restricted in DPS (Section 17.5.2, "Edit DPS parameters").
The maximum number of inquiries usually depends on the number of terminals that need to be located and the distribution of these terminals in the different SLCs in the HiPath networks.

In the best case, all terminals whose location must be tracked are evenly spread over all SLCs of the HiPath network and, when tracked, preferably do not leave the radio range of the base station of their home SLC. In an ideal case, the frequency with which the location of these terminals is tracked is statistically the same.

In the worst case, all terminals whose location needs to be tracked are setup on one and the same SLC and are also currently moving outside of the radio range of that SLC.
Although the number of location tracking inquiries that can in fact be processed in parallel additionally depends on the actual on-site structures, it would be safe to say that a maximum of 5 simultaneous tracking inquiries will not cause an overload to the SLC.

If a location tracking process fails, DPS will repeat, after an adjustable time period (Section 17.5.2, "Edit DPS parameters"), the inquiry, provided the cause of the failure as furnished by the SLC reflects that a renewed attempt is recommended (Table 17-1, column "Repeat inquiry").

DPS computes the tracking information from a configurable number of subsequent field strength measurements (Section 17.5.2, "Edit DPS parameters") for a terminal in order to reduce possible measurement inaccuracies in the measuring results (e.g cased by body shading or other).

If an inquiry exceeds the configurable time limit (Section 17.5.2, "Edit DPS parameters"), e. g. because the reception conditions are bad or as a result of an overload on the side of the PBX, DPS stops the inquiry and computes the location tacking results on the basis of the field strength tables that are already available.

Error messages from HiPath in location tracking inquiries

The below table is used to indicate the potential error numbers that can be received by DPS in connection with location tracking inquiries in the HiPath 4000 Cordless network, including the info if a renewed tracking inquiry is recommended:

No.	Description	Repeat recommended
0.	No error on SLC and PP	no
1.	Error from PP, see PNCAP	no
2.	Unable to reach current location SLC	no
3.	Home SLC in seizure blocking	yes
4.	Current location SLC in seizure blocking	no
5.	PP not responding to paging	no
6.	Timeout for PP response	no
7.	Disconnect	yes
8.	Second inquiry for the same subscriber	yes
9.	Request rejected due to insufficient capacity (home SLC)	yes
10.	Home SLC not DPS-able	no
11.	PP not DPS-able	no
12.	Wrong authentication	no
13.	Wrong ciphering	yes
14.	No mobile terminal logged on	no
15.	End of location tracking	yes
16.	Request rejected due to insufficient capacity (visited SLC)	no
17.	Unknown error	no
18.	Service momentarily not available	yes
19.	User logged off	no
20.	Wrong info elements	no

Table 17-1 Error messages from HiPath in location tracking inquiries

17.3.2.3 Location tracking in any DECT infrastructure

In DECT infrastructures other than HiPath 4000 Cordless E, DPS can only track the location of GMD medallions because the location tracking inquiry is not available here via the trunking interface.

DPS receives the data via the received base stations (again in keeping with GAP a 8 Bit information), and the received field strengths directly from the GMD medallions in form of DTMF signals.

Due to the fact that DAKS in this scenario does not get any information on the visited station, the ambiguity algorithm (Section 17.3.2.1, "Ambiguity algorithm") can not be applied here.

17.3.3 DPS Accuracy Level 1

For the DPS accuracy level 1 (lowest degree of location tracking accuracy) the tracking results consist exclusively of the **Visited Station**, i.e. the base station or access point that is presently being used by the terminal to communicate.

DPS receives the base station identifier or the MAC address of the access point, browses the base station or access point database for the pertinent entry and outputs the tracking information in keeping with the information there:

- Visited station as voice announcement and display text message over the phone
- Visited station as display text message via the Operator-Tool
- Visited Station visualized in hierarchically structured maps via the Operator-Tool in combination with DPS-view

The drawback of DPS accuracy level 1 is that the terminal whose location shall be tracked may be located quite far from the visited station, for example:

- because the networks are designed to avoid, if possible, unnecessary alternations of the visited station in order to alleviate the network load, or
- because the terminal is located near the edge of a covered radio zone and the visited station can no longer be handed over as there are no more stronger base stations within reach.

17.3.4 DPS Accuracy Level 2

For the DPS accuracy level 2 (medium degree of location tracking accuracy) DPS receives information on the base stations (BS) or access points (AP) that are the terminals whose location needs to be tracked is receiving, and their field strength values. If available, this level also comes with details on the visited station.

To process the tracking information DPS proceeds as follows:

- DPS reads all measuring results (RSSI values) against an internal standardization table that is dependant on the terminal type and in this way obtains a standardized measurement result as percentage value (value range 0...99%).
- If several values are available for one base station or access point (because several virtual networks, VNS, are configured or several measurements were carried out in a row), a medium value is calculated from the valid measurements.
- DPS will then verify in how many defined close ranges (see above) the tracked terminal may be located. For this a configuration can be made in the DAKS database determining the standardized field strength with which the BS or AP must be received (threshold value, standard or individual) to consider the close range to which the BS or AP belongs also the possible whereabouts of the terminal.

The information that is now available is, depending on the device at which it is output, further processed by through the DPS parameterization and the edited tracking results, and finally shown as described below.

17.3.4.1 Voice announcement and display text message over the phone

- If at least one close range is detected but not more than the maximum number of close ranges that was defined to indicate a tracked location (number configurable), DPS will show the possible close ranges (with the superimposed wide range and site if a differentiation is made).
- If no close range or too many close ranges are detected, DPS will show the information on the received base stations (with the superimposed wide range and site if a differentiation is made); here the following details can be configured:
  - the number of BS or AP that are maximally indicated (i.e. only the ones with the strongest signals),
  - the additional information (none, field strength in %, field strength area as symbol or RSSI value) that is included, and
  - the number of field strength areas that may lie between the strongest and the weakest signal that are shown.
    (Note: If a BS or AP is received with a very strong signal, the BS or AP that was received with a very weak signal can probably be ignored in the tracking information.)

17.3.4.2 Text messages in the DAKS-TT Operator-Tool

The text message that appear in the Operator-Tool basically correspond to the display text messages that are output at the telephone, but are graphically adjusted to the layout of a PC screen.

In additional, they make it possible to show more detailed tracking information, including the raw and filtered data.

For details on the location tracking function and the tracking information via the DAKS-TT Operator-Tool please see Section 17.6.1.2, "Show the results of a target location tracking process".

17.3.4.3 Visualization via the DAKS-TT Operator-Tool in comb. w. DPS-view

In combination with DPS-view the tracking results obtained with the DPS accuracy level 2 are rendered graphically in hierarchically structured maps in the following way:

- all potential close ranges on form of colored polygons (irrespective of their total number)
- all received BS or AP with adjustable color and size, depending on the field strength with which they are received (irrespective of the total number), if needed with extra information on the visited station

For details on the location tracking function and the tracking information via the DAKS-TT Operator-Tool please see Section 17.6.1.2, "Show the results of a target location tracking process".

17.3.5 DPS Accuracy Level 3

For the DPS accuracy level 3 (highest degree of location tracking accuracy) it is external positioning servers that compute the tracking information.

DPS currently supports:

- the Siemens HiPath Positioning System (HPS) (Section 17.4.1) for the precise tracking of Siemens Gigasets, GMD-11/12 Medallions and Siemens WL2 handsets and
- the Ekahau Positioning Engine (EPE) (Section 17.4.2) for the precise tracking of Ekahau-TAGs, Siemens WL2 handsets and Ascom i75 telephones.

The basis of external positioning servers to track the precise location of a terminal or handset are true to scale maps and extensive reference measurements in the entire tracking area that needs to be covered.

Here the most likely whereabouts of a terminal is computed by reading and interpreting the present field strength measurements against the those of a database by applying statistic algorithms.

In the end, the results of the tracking process translate in a location area of the database of the external location server (in HPS the so-called "Points-of-Interest" (POI); in the area of EPE the so-called "Zones").

The external location server then usually forwards to DPS the identifier of a location range that is configured in the DAKS database and an evaluation of the quality of the measuring process, the latter of which is translated by DPS to a quality percentage between 0% and 100%.

Finally DPS outputs, in keeping with the data configured in the DAKS database, the tracking results:

- over the phone: location area as voice announcement and display text message
- via the Operator-Tool: location area as a display text message, incl. the quality details
- via the Operator Tool in combination with DPS-view: location area with the quality details, visualized in hierarchically structured maps

As an alternative to outputting the identifier of a location area as administrated in the DAKS database, HPS can also hand over to DPS a display text for output plus the identifiers of the sub-announcements that are stored in DAKS and that shall be linked with the tracking results. In this case DPS outputs:

- over the phone: HPS display text message and voice announcement as defined by HPS (also linked DAKS announcement)
- via the Operator-Tool: HPS display text message
- via the Operator-Tool in combination with DPS-view: no visualization possible

17.3.6 Recency of tracking information

The validity of tracking information can be determined in the DPS parameters.
This translates in the following output options:

- Last tracking information no longer valid (validity expired):
  DPS is tracking.
- Last tracking information is still valid:
  DPS uses the valid tracking information.

17.3.7 Locatable terminals

The various terminals that can be tracked with DPS directly or in combination with an external location server differ substantially in terms of their radio technology, features and the way in they are be tracked.

The below table (please turn) itemizes the location tracking that can be carried out for the terminals:

Table: terminal-dependant location tracking possibilities

Terminal	DPS Accuracy Level 1	DPS Accuracy Level 2	DPS Accuracy Level 3	Principle of operation
Gigasets in HiPath 4000 DECT infrastructures	yes	yes	in comb. with HPS; DPS location tracking as fallback level	When requested the terminals send their field strength data to the visited station. The DAKS server receives the tracking information via D channel (CorNet-NQ)
GMD-11/12 medallions in any DECT infrastructure	only in HiPath 4000 DECT infrastructures	yes *)	no	In HiPath 4000 DECT infrastructures same as Gigasets, otherwise DTMF dialog between the DAKS server and the terminal
other DECT handsets in HiPath 4000 DECT infrastructures	yes	no	no	The DAKS server is informed of the visited station via D channel (CorNet-NQ)
Siemens WL2 telephones	no	yes	in comb. with EPE or HPS	w/o ext. location server: HTML location tracking inquiries from the DAKS-TTProcessServer to the terminal With EPE: same as before, but add. with transfer of the field strength data to EPE for location tracking with interpreting With HPS: DTMF location tracking inquiries from the DAKS-TTProcessServer to the terminal
GMD-22 Medallions	no	yes	no	The DAKS server communicates with the terminals via TCP/IP
Ekahau tags	no	no	yes	The terminals send field strength data to the EPE on a cyclical basis or in an alarm; The DAKS server receives the location information upon request or in an alarm from the EPE

Terminal	DPS Accuracy Level 1	DPS Accuracy Level 2	DPS Accuracy Level 3	Principle of operation
Ascom i75 telephones	only in alarms	no	in comb. with Ekahau-Client and EPE	In an alarm the DAKS server is informed of the visited station via OAP. In comb. with the Ekahau-Client additionally with same behavior as Ekahau tag, see above.

*) Ambiguity algorithm only in combination with HiPath 4000 DECT networks

17.3.7.1 Special features in location tracking inquiries for Siemens WL2 handsets

WL2 terminals communicate with DPS through the Java program `LOCATION.JAR`, the TSSL/HTTPS adapter. It is started by DPS from the DAKS-TTProcessServer and maintains a permanent TCP/IP connection for this purpose, with cyclical exchange of life signs. Should the TSSL/HTTPS adapter be deactivated it will automatically be rebooted by DPS.

In order to be located,

- make sure the DAKS-TTProcessServer is entered as the location server in the Siemens WL2 handset (please refer to the Configuration Manual of the Siemens WL2 telephone) and
- make sure the WL2 handset is properly administrated with a call number and a MAC address via the DAKS-TT Administrator-Tool (Section 7.4.1, "Add new and edit existing subscribers").

So soon as the WL2 registers itself in the LAN and receives an IP address, it reports to DPS through the DAKS-TTProcessServer with the status "Currently active". In this process it sends its MAC address and the IP address it is currently using, both of which are stored by DPS.

As the administration of the WL2 telephone only allows for the entry of one DPS, the failure of the corresponding DAKS-TTProcessServer may entail that the location of the WL2 can no longer be tracked (applies especially to redundant DAKS environments).

During the location tracking process DPS queries the present field strength values via HTTPS by using the current WL2's IP address.

17.3.8 Visualization through DPS-view

DPS-view is an external application and consists of the DPS-view server and DPS-view-Edit (see manual "DPS-View Administrator and User Manual").

The graphic rendition of the location ranges where a terminal is tracked, but also of the access points and base stations in different zoom levels is initially created by DPS-view-Edit.

After this preparatory process, DPS-view can then show the tracking information from DPS, HPS or EPE visually in hierarchically organized maps.

The visualization of the tracking information is carried out in a browser window in the DAKS-TT Operator-Tool:

- Location ranges:
  Visualization of the location ranges in form of colored polygons, with the color depending on the quality of the tracking information.
- DECT base stations (BS) and WiFi access points (AP):
  Visualization of DECT base stations or WiFi access points using symbols with field strength-dependant size and color, incl. a special graphic rendition of the visited station.
  Note: The individual field strength values that are received are shown in form of a tooltip when you move the mouse to the respective base station or access point.

17.4 Detailed information on external positioning servers

17.4.1 Siemens HiPath Positioning System (HPS)

Based on the present field strength values of the terminal whose location needs to be tracked, the HPS computes in combination with previous reference measurements the cartesian coordinates of the terminals's most probable location (Section 17.3.5, "DPS Accuracy Level 3").

In HPS points that are of particular interest or importance can be anchored in the system's map material (so called points of interest, short POI.

Among other attributes a POI also received the text field "Text" that contains:

- either - parenthesized in defined characters - the identifier of an assigned DPS location range (= DPS-Identifier); here the DPS location ranges can be visualized correlating in HPS, with the option to also assign several POIs to the same DPS location range.
- or directly the text that shall be output as tracking information; here also the announcement identifier "Speech ID" is administrated in HPS and returned as tracking information.

The tracking information sent from HPS to DPS includes:

- either the DPS identifier of a site/wide range/close range
  or a display text message generated by HPS and the IDs of announcements defined in DAKS
- the list of all received base stations/access points, including their field strengths,
- the visited station and
- the tracking quality (see below).

In HPS the DPS identifier in entered in the program "HPS Measurement-Tool" in the entry field "Text".

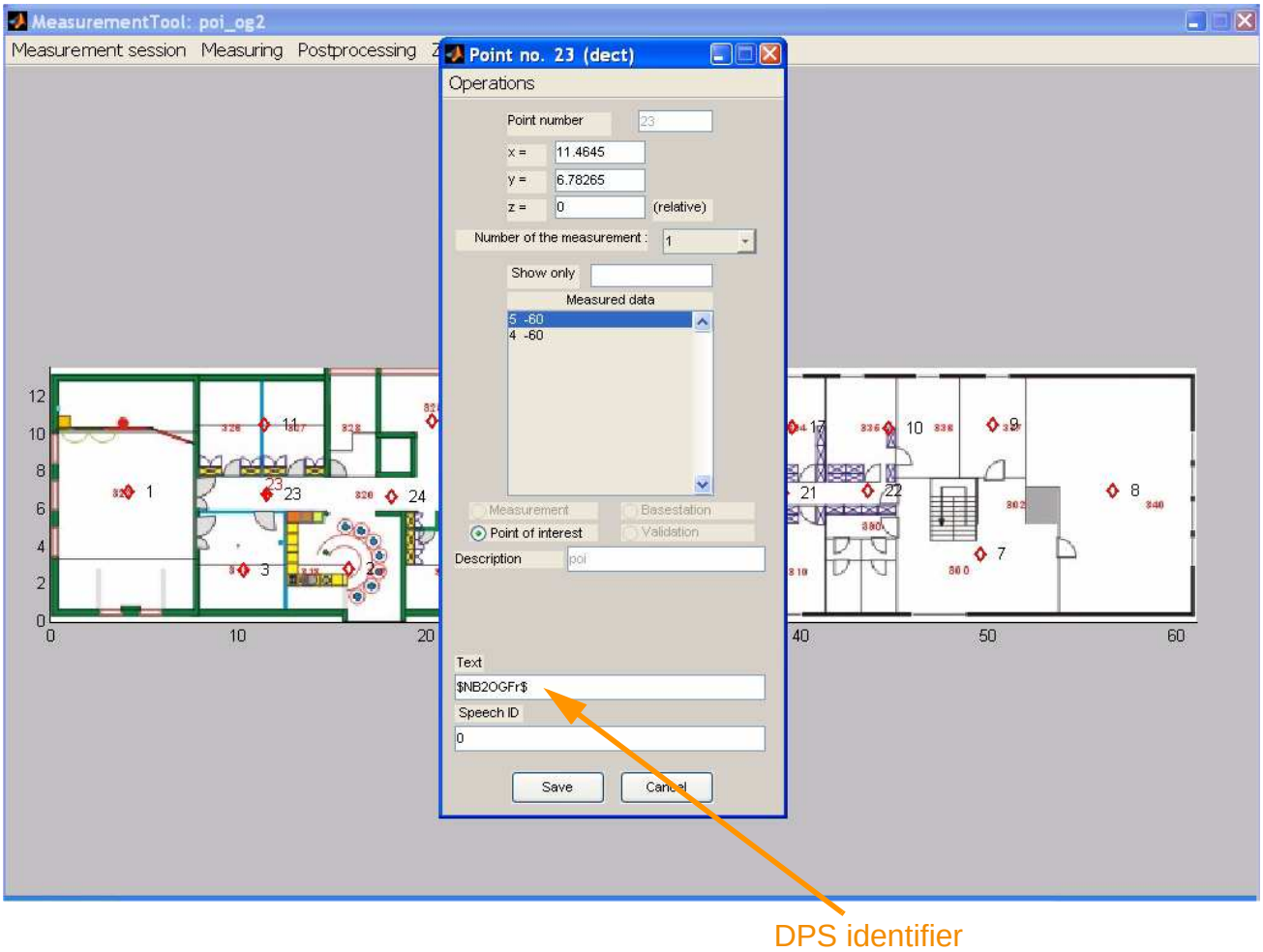


Image 17-3 Entry of the DPS identifier in HPS

Tracking quality

The probably location competed by HPS furnished as result a circle **k** of radius between 6 and 12 meters in which the terminal is most probably located.

Here the computation is based on the following parameters:

- the number of reference points in the respective area
- the array of measuring values obtained for that area

With a linear distribution of the value range this translates in the tracking quality **w**:

$$\mathbf{w} = 99 - \frac{99}{6\mathrm{m}}(\mathbf{k} - 6\mathrm{m})$$

The probability values of HPS exclusively comment on the quality of the survey measuring.
The current measuring results are not considered for the stipulation of the tracking quality.

Recency of the tracking information

HPS stores the last tracking information internally for adjustable storage periods (see manual Siemens HPS).

For location tracking inquiries from DPS this translates to the following options:

- Last tracking information invalid (validity expired):
  HPS trigger a new location tracking process for the terminal and sends the new information back to DPS.
- Last tracking information still valid:
  HPS sends back to DPS the last valid tracking information.

17.4.2 Ekahau Positioning Engine (EPE)

The EPE operates only in WiFi networks, not in DECT networks. Based on the present field strength values of the terminal whose location needs to be tracked, the EPE computes in combination with previous reference measurements the cartesian coordinates of the terminals's most probable location (Section 17.3.5, "DPS Accuracy Level 3").

In the program "Ekahau-Location-Survey" so-called zones can be created that correspond to the DPS location ranges. The DPS identifier is entered directly in the column "Zone", parenthesized in definable trigger characters.

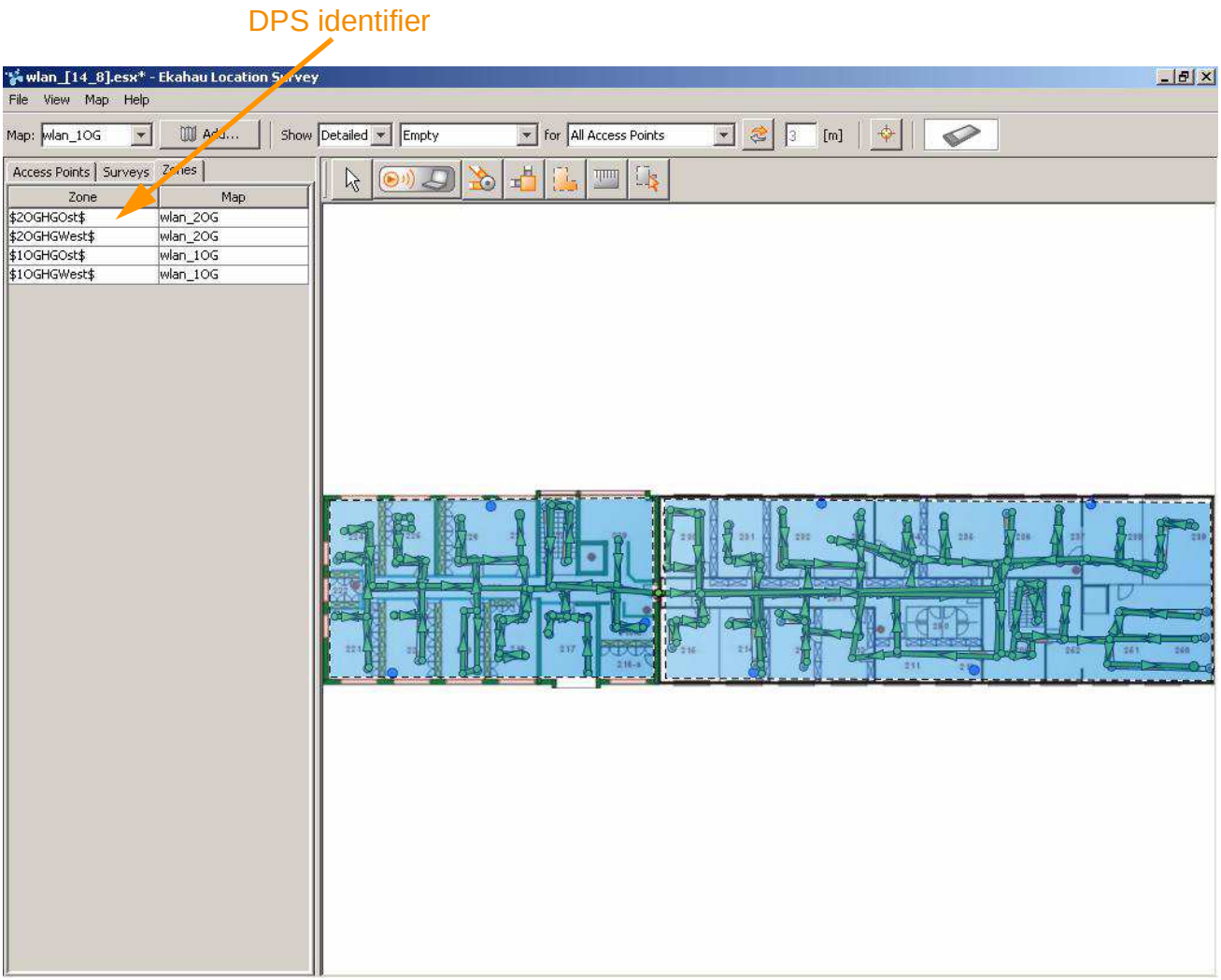


Image 17-4 Entry of the DPS identifier in EPE

In a location tracking process EPE uses the tracking coordinates to compute the most probable "Zone" in which the terminal is currently located and sends the obtained results, i.e. the DPS identifier with the tracking quality, back to DPS.

The tracking information sent by the EPE to DPS therefore consist of:

- the DPS identifier of the site, wide range or close range and
- the tracking quality in form of a probability value between 0...99.

Using the DPS identifier included in the tracking information, DPS triggers the corresponding voice announcements display text messages and in combination with DPS-view also the graphic visualization.

Alarm activation through the EPE

Alarms from Ekahau tags (WiFi terminals without voice communication) are sent directly from the tags to the EPE and then forwarded by the EPE to DPS with the tracking information.

The location of Ekahau tags cannot be tracked actively, but send their field strength details independently and on a cyclical basis to the EPE upon certain events (e. g. key press, no move after movement).

The pressing of the alarm button of the tag constitutes a special event and triggers a message from the tag to the EPE. The field strength information is also included in this message. The EPE uses this information to compute the current location of the tag and forwards the entire event to DPS together with the tracking information (DPS identifier and tracking quality).

W hen configuring the EPE in DPS, broadcast groups (Section 9.7, "Administrate broadcast groups") can be defined for the EPE that will be started when specific tag alarms are set off.

DPS receives the tag alarms from the EPE and activates the assigned broadcast with all voice announcements and display text messages, plus, if applicable, a graphic visualization (only in combination with DPS-view) that are assigned to the DPS identifier that was reported.

Recency of the tracking information

Ekahau tags send to the EPE the received access points including their field strength values and do so independently and on a cyclical basis, and upon certain events (e. g. key press) but cannot be queried directly in between. When a location tracking inquiry is received from DPS, the EPE therefore sends back the last tracking information for that tag as stored in its internal database. The recency of this information depends on the pervious history and the parameterization of the tag itself.

Alarm activation and EPE location tracking of Siemens WL2 WiFi telephones

When the location of Siemens WL2 telephones is tracked via the EPE the results that are obtained are always up to date because DPS first queries the received access points and their field strength values from the WL2 telephone before it reports these details to the EPE and finally obtains the current tracking information from the EPE.

Alarm activation and EPE location tracking of Ascom i75 WiFi telephones

Ascom i75 WiFi telephones can be equipped with an Ekahau-Client via which the i75 telephones send field strength information to the EPE on a cyclical basis, or independently upon certain events.

Irrespective hereof i75 telephones send alarms to the DAKS server through the OAP protocol, including the "Visited Station".

17.5 Configure and administrate DPS

DPS has an own root entry in the tree of the DAKS-TT Administrator-Tool.

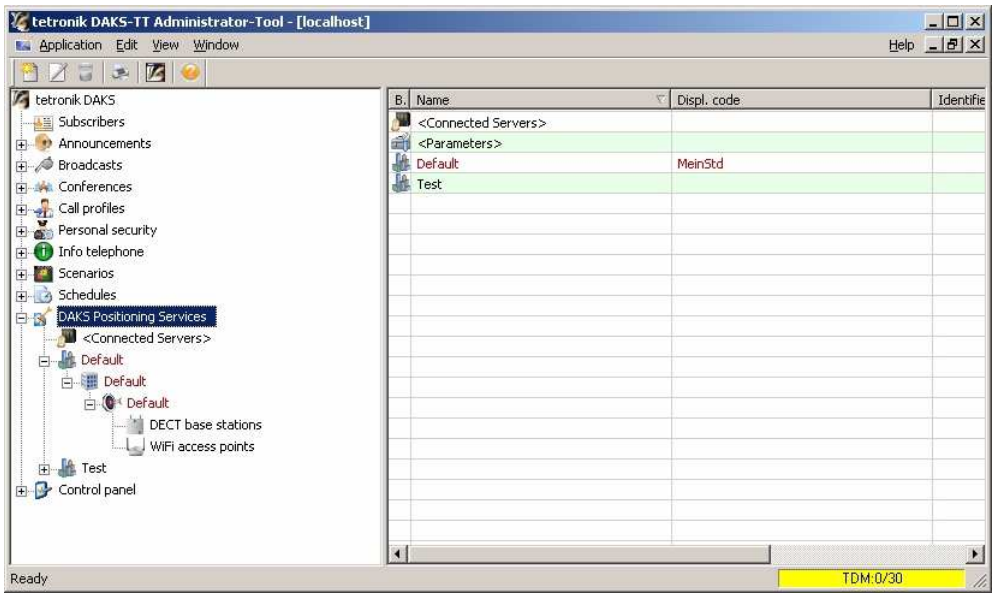


Image 17-5 DPS in the tree view

General information on the structure

As covered in the Section 17.3.1, "Location ranges", DPS differentiates between 3 kinds of location ranges, namely sites, wide ranges and close ranges. This makes it possible to structure the tracking information hierarchically.

Use the DPS parameters (Section 17.5.2, "Edit DPS parameters") to specify if you are working with DECT and/or WiFi terminals and define the hierarchy levels you want to utilize.

The will influence the rendition of the tree structure "DAKS Positioning Services". In principle, however, the levels that are not used are only hidden, with none of the 3 levels removed from the DPS data structure. Here wide ranges are allocated to sites, close ranges are allocated to wide ranges, and base stations/access points are allocated to close ranges.

The below table itemizes the output in the list view governed by the fields that are selected in the DPS parameters, and the entry that is selected in the tree view:

Entry selected in the tree view	**Use Sites**	**Use Wide ranges**	**Use-Close ranges**	**DECT tracking**	**WiFi-track-ing**	**Output in the tree view**
"DAKS Pos. Services"	no	no	no	no	yes	List of all WiFi access points (AP)
	no	no	no	yes	no	List of all DECT base stations (BS)
	no	no	no	yes	yes	Entry "WiFi access points" Entry "DECT base stations"
	no	no	yes	don't care	don't care	List all all close ranges
	no	yes	don't care	don't care	don't care	List of all wide ranges
	yes	don't care	don't care	don't care	don't care	List of all sites
A site	yes	no	no	no	yes	List of all APs of this site
	yes	no	no	yes	no	List of all BSs of this site
	yes	no	no	yes	yes	Entry "WiFi access points" Entry "DECT base stations"
	yes	no	yes	don't care	don't care	List of all close ranges of this site
	yes	yes	don't care	don't care	don't care	List of all wide ranges of this site
A wide range	don't care	yes	no	no	yes	List of all APs of this wide range
	don't care	yes	no	yes	no	List of all BSs of this wide range
	don't care	yes	no	yes	yes	Entry "WiFi access points" Entry "DECT base stations"
	don't care	yes	yes	don't care	don't care	List of all close ranges of this site
A close range	don't care	don't care	yes	no	yes	List of all APs of this close range
	don't care	don't care	yes	yes	no	List of all BSs of this close range
	don't care	don't care	yes	yes	yes	Entry "WiFi access points" Entry "DECT base stations"
"WiFi access points"	don't care	don't care	don't care	yes	yes	List of all APs depending on the hierarchy
"DECT base stations"	don't care	don't care	don't care	yes	yes	List of all BSs depending on the hierarchy

Table 17-2 List view depending on DPS parameters and tree view

DPS automatically creates a default site, for each site a default wide range, and for each wide range a default close range.

The default location ranges for location tracking are given the name "Default". The values of the default location ranges can be adjusted but not directly deleted, and are therefore output in red (Image 17-5, Section 17.5.4.4, "Delete a location range").

17.5.1 Create DPS-view import files

DPS makes it possible to also import location ranges, base stations and access points to DPS-view using XML text files, i.e. to create so-called DPS-view import files.

To do so, please follow the instructions below:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services".
2.	There are two ways to create a DPS-view import file: • Go to the menu bar, open "Edit" and select "Create DPS-view import file...", or • make a right mouse click on "DAKS Positioning Services" in the tree view and select "Create DPS-view import file..." in the context menu. This will open a user window to save the file.
3.	Select the target directory and enter a file name.
4.	Click on **Save** to save the file.
5.	After the file has been properly created you will receive a corresponding message. Confirm with **OK**.

Table 17-3 Follow the below instructions to create a DPS-view import file

17.5.2 Edit DPS parameters

Follow the below instructions to edit the DPS parameters:

No.	Step
1.	Start the DAKS-TT Administrator-Tool and log on.
2.	Go to the tree view and select "DAKS Positioning Services". This will open a list with all parameters and location ranges or base stations/access points.
3.	In the list window, select the entry "<Parameters>" and click on . This will open the window "Edit DPS parameters".
4.	Now enter the settings in keeping with the field descriptions.
5.	Click **Ok** to save your changes.

Table 17-4 Edit DPS parameters

All required announcements must be recorded and assigned so that called subscribers can receive and respond to the respective information.
If announcements are not assigned or recorded DAKS will play a long tone instead.

Description of the fields in the window "Edit DPS parameters"

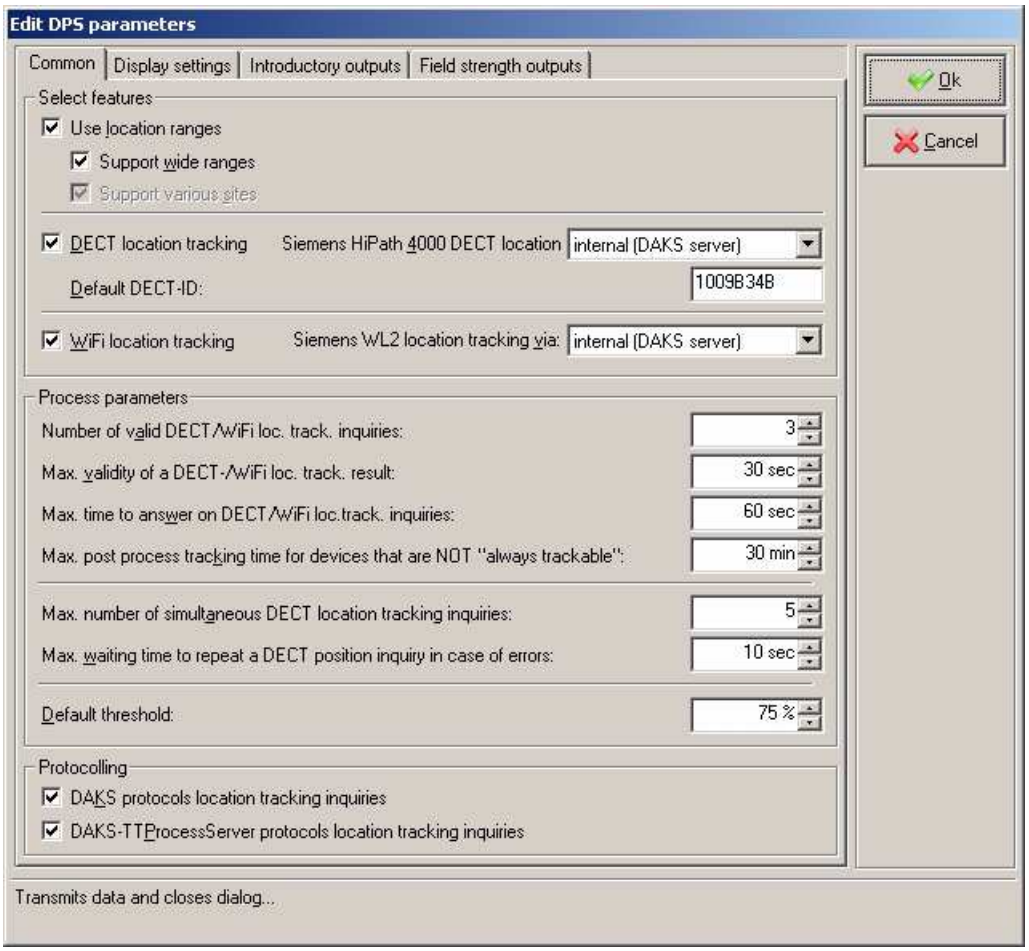
Field	Description
The tab "General"	
	
Window area "Select features"	
Use location ranges	If this box is checked the system will generally show location ranges, but particularly the "Close ranges" underneath the respective wide range if "Support wide ranges" was also selected, or otherwise underneath the respective site if "Support different sites" was selected; if not directly underneath the "DAKS Positioning Services". If a differentiation is made between several close ranges underneath its superimposed level (minimum of one differentiation between multiple sites or wide ranges), this field will be marked but remain inactive (i. e. no deactivation possible).

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Support wide ranges	If this box is checked all "Wide ranges" will be output, if "Support multiple sites" is selected underneath the respective site, otherwise directly underneath the "DAKS Positioning Services". If a differentiation is made between multiple wide ranges under a superimposed level (minimum one differentiation between multiple sites) this field will be marked but remain inactive (i. e. no deactivation possible).
Support multiple sites	If this box is checked the "Sites" are output underneath "DAKS Positioning Services". If several sites are administrated this field will be marked but remain inactive (i. e. no deactivation possible).
DECT location tracking	If this box is checked the DECT location tracking will be activated; option to administrate base stations and the DECT-specific common DPS parameters.
HiPath 4000 DECT location tracking via	Use this selection field to specify the path to query the base station field strength values in HiPath 4000 DECT networks; the following options are available: • internal (DAKS server) The field strengths are queried through the DAKS server, • Siemens HPS The field strengths are queried through the HiPath Positioning-System.
Default DECT ID	Input field for the standard DECT ID of the DECT network that is used as default value when adding a new "Site". If there is only one "Site" please enter the DECT ID of the corresponding DECT network.
WiFi location tracking	If this box is checked the WiFi location tracking will be activated; option to administrate the access points and the purely WiFi-specific common DPS parameters.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Siemens WL2 location tracking via	Use this selection field to define the way in which access point field strengths that are received by the WL2 shall be queried, and also if when the location of WL2 telephones shall be tracked with interpreting (DPS accuracy level 3). the following options are available: • internally (DAKS server) DPS queries the field strengths; location tracking without interpreting • Siemens HPS HPS queries the field strengths and realizes tracking with interpreting • Ekahau Positioning Engine DPS queries the field strengths and sends the data to the EPE for location tracking with interpreting
Window area "Process parameters"	
Number of valid DECT/WiFi location tracking inquiries	This selection field specifies how many valid location tracking inquires for the field strengths will be used to compute the tracking results (default 3).
Max. validity of a DECT/ WiFi location tracking result	This selection field defines how long a tracking result remains valid. After expiry of the time specified here a new location tracking process will be carried out when a new location tracking inquiry is received (default 30 seconds).
Max. time to answer on DECT/WiFi location tracking inquiries	This selection field specifies the maximum time during which the location server (DAKS, HPS, EPE) must respond to the received location tracking inquiry (default 30 sec).
Max. post process tracking time for terminals that are NOT "always trackable":	The selection field defines how long devices that are not configured as "always trackable" (Section 7.4.2, "Edit destinations") will nonetheless continue to be trackable after the end of the broadcast or conference (default 30 min.).
Max. number of simultaneous DECT location tracking inquiries	This selection field defines how many simultaneous location tracking inquiries may be sent from DPS to a HiPath 4000 Cordless network (default 5).
Max. waiting time to repeat a DECT location tracking inquiry in case of errors	This selection field defines how long DPS will wait in the event of an error until it repeats the DECT location tracking inquiry (default 10 sec.).

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Default threshold	Selection field to define the default threshold value that is applied in combination with the DPS accuracy level 2 to compute the tracking results. The default threshold is used to identify the close range of the received base station or access point as the probable area in which the tracked device is currently located (Section 17.5.4, "Administration of location ranges") (default 75%).
Window area "Hosting & Protocoling"	
DAKS logs location tracking inquiries	If this box is checked the DAKS server will protocol DECT location tracking inquiries directly at the system printer.
DAKS-TTProcessServer logs location tracking inquiries	If this box is checked all location tracking inquiries to DPS are protocoled in form of XML files.

Tab "Display settings"

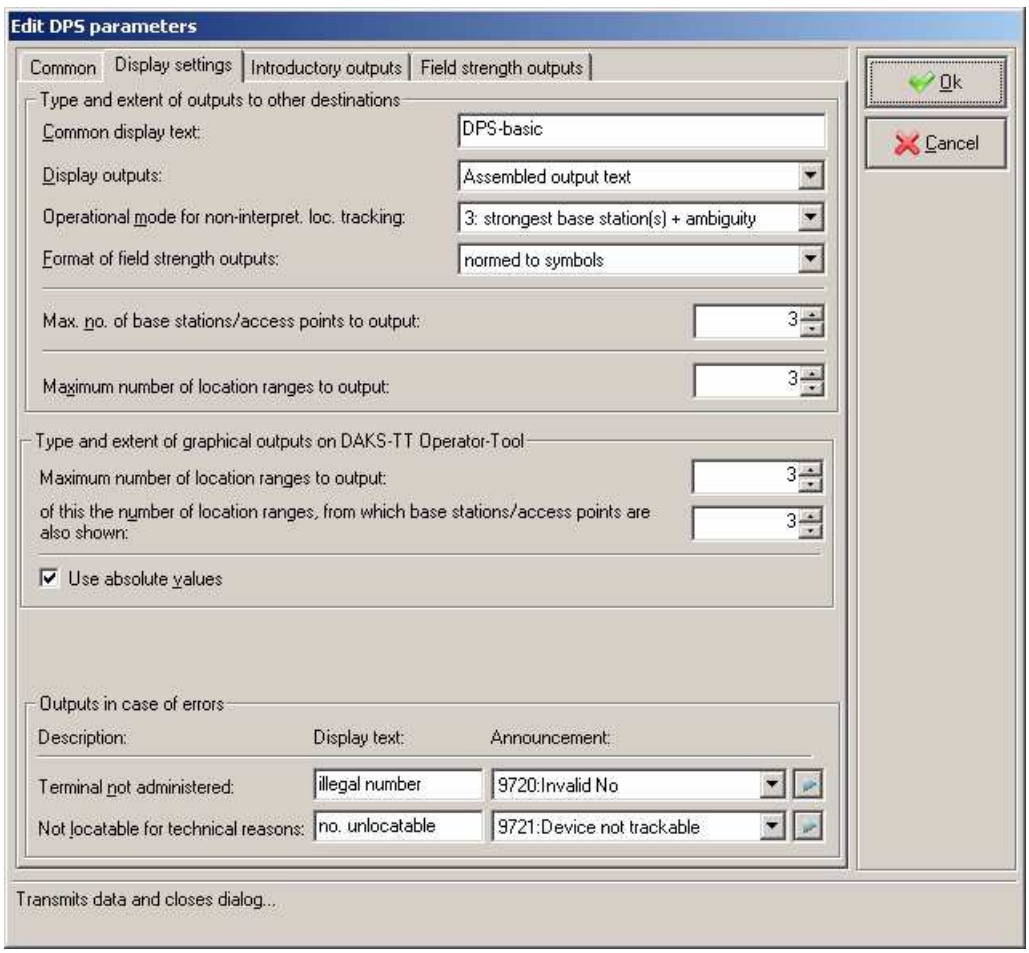


Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Window area "Type and extent of outputs to other destinations"	
Common display text	Input field to enter the display text that will be used as intro for the display text messages that are sent to the called subscribers.
Display outputs	Use this selection field to define the type of the display outputs: • Combined display texts The display output consist of a combination of linked display texts on location ranges and/or base stations/access points. • Station information (DECT ID/MAC add.) Provided station information is available, the display text for DECT will consist of the DECT ID as well as of the SLC and BS number, for WiFi of the MAC address of the access point. Note: This function should only be used for testing purposes.
Operational mode for location tracking without interpreting	This selection field defines the operational mode for location tracking without interpreting: • 1: Always only the "Visited station", if available Provided information is available on the "Visited station", DPS will only output the "Visited station", even if field strength information is received; otherwise same behavior as in "2". • 2: If received strongest base station(s) For fully trackable DECT devices DPS outputs the strongest base stations or access points; for devices with a limited tracking ability only the "Visited station". • 3: If received strongest base station(s) + Ambiguity Same as in operation mode 2, but for DECT with application of the ambiguity algorithm (Section 17.3.3, "DPS Accuracy Level 1" and ff.).

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Format of field strength outputs	Use this selection field to define the format of the field strength outputs in display texts: • (none) Display output of the base station without further details (e. g.: "**`1st floor canteen`**") • direct, not normed Output of the display information together with the absolute field strength value sent by the terminal (right aligned between 1...n; with n defined by the terminal type; max. 255) (e. g. "**`1st floor canteen 60`**") Note: This function should only be used for testing purposes. • normed to percentage Output of the display information together with a field strength value that is dependant on the terminal type, standardized between 1% and 99% (e. g.: "**`1st floor canteen %75`**"). • normed to symbols Output of the display information together with configurable symbols (Tab "Field strength outputs") for each field strength area (e. g. "**`1st floor office 3 ++`**"). Note: This entry can only be selected if the "Number of supported field strength" in tab "Field strength outputs" is larger than **1**.
Max. no. of base stations/ access points to output	This selection field defines the total amount of base stations or access points that are sent to the called subscriber in an alarm over the phone as voice announcement or display text message (only for "Format of field strength outputs", operation modes 2 and 3) (default 3).
Maximum number of location ranges	This selection field defines the maximum number of location ranges that may be identified to a alerted subscriber in form of a voice announcement or display text message (default 3).
Window area "Type and extent of graphical outputs on DAKS-TT Operator-Tool"	
Maximum number of location ranges to output	This selection field defines the maximum number of location ranges that will be rendered graphically when tracking results are visualized in the Operator-Tool (default 3).

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Of this the number of location ranges starting from which base stations/access points are also shown	This selection field defines the number of location ranges starting from which the base stations or access points that have been identified by the system are output when the tracking results are visualized (default 3).
Use absolute values	If this box is checked the field strength values are shown in the graphic rendition of the tracking results in absolute values and not on percentages.
Window area "Outputs in case of errors"	
Terminal not administrated	Input field to enter a display text and selection field to choose an announcement that will be used when the system is trying to track a device that is not administrated in DPS.
Not locatable for technical reasons	Edit field to enter a display text and selection field to choose an announcement that will be used when the location tracking process fails for other reasons.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

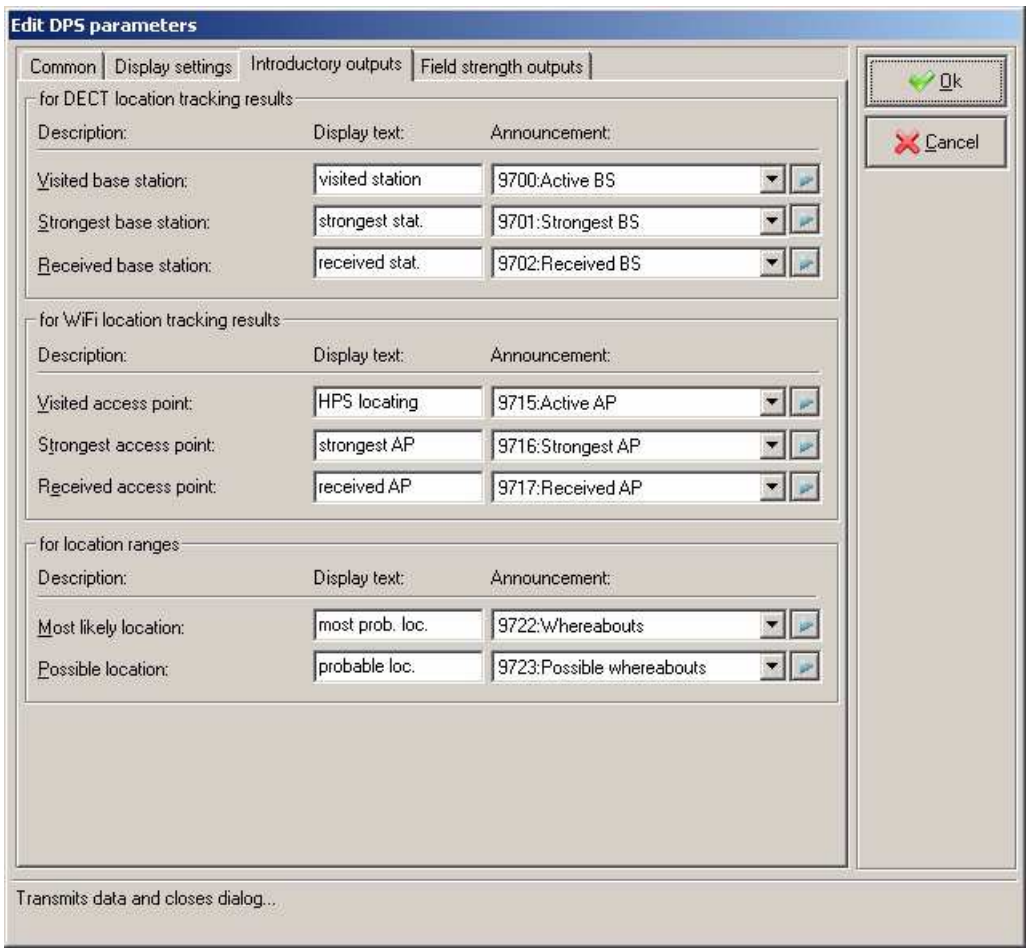
Field	Description
Tab "Introductory outputs"	
	
Window area "for DECT tracking results"	
Visited base station	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the base station that the DECT device is currently using to communicate with the system (Visited Station).
Strongest base station	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the base station that the DECT device is currently receiving with the strongest field strength.
Received base station	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the received base stations.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
Window area "for WiFi tracking results"	
Visited base station	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the access points that the WiFi device is currently using to communicate with the system (Visited Station).
Strongest access point	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the access points that the WiFi device is currently receiving with the strongest field strength.
Received access point	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the received access points.
Window area "for location ranges"	
Most likely location	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the location in which the device is most likely located.
All possible location areas	Input field to enter a display text and selection field to choose an announcement that will be used as introduction when the system indicates the location in which the device might be located.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

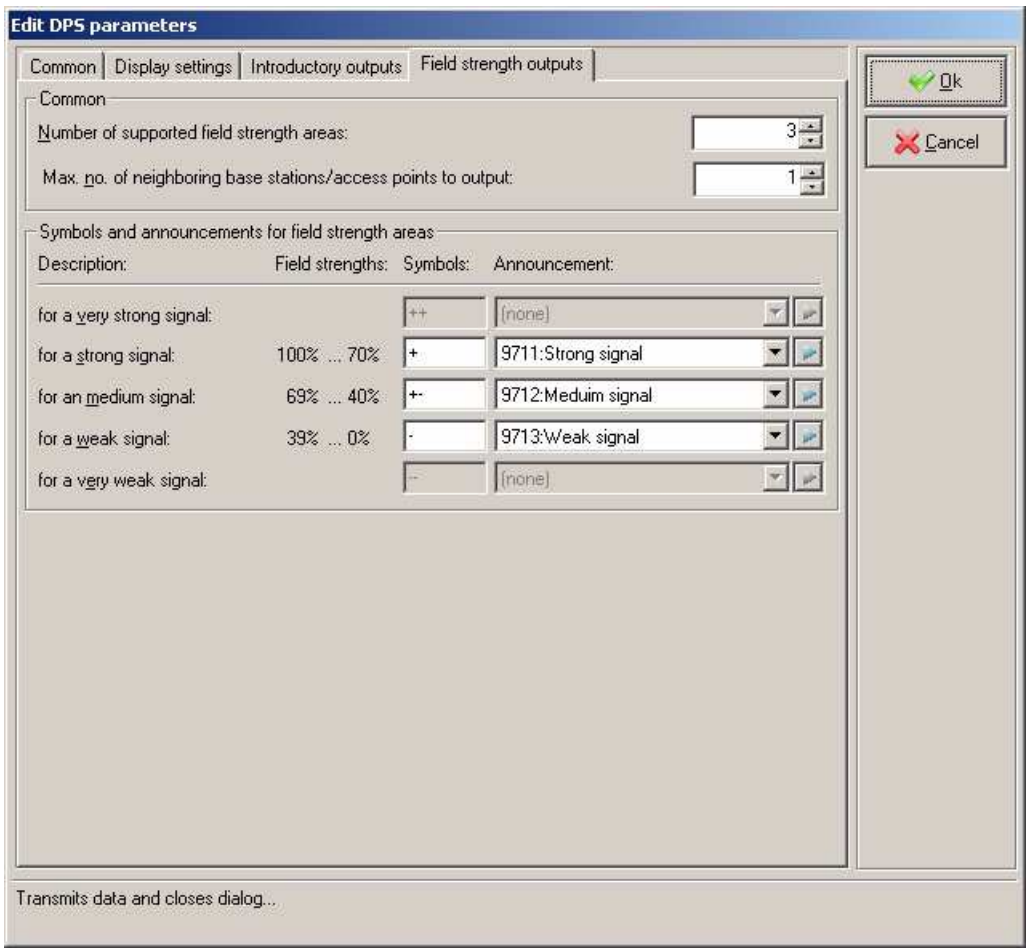
Field	Description
Tab "Field strength outputs"	
	
Window area "Common",	
Number of supported field strengths areas	Selection field to enter the number of field strengths that are differentiated by the system when applying the DPS accuracy level 2 (default 3). Note: If you reduce this value to 0 or 1, the "Format of field strength outputs" is automatically switched to "(none").
Max. no. of neighboring base stations/access points to output	The is the maximum distance between the different field strength areas that is output in DPS accuracy level 2 (default 1).
Assign "Symbols and announcements for the field strength areas	
for a very strong signal	Input field to enter the symbol and selection field to choose the announcement that will be used to indicate a very strong signal.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

Field	Description
for a strong signal	Input field to enter the symbol and selection field to choose the announcement that will be used to indicate a strong signal.
for a medium signal	Input field to enter the symbol and selection field to choose the announcement that will be used to indicate a medium signal.
for a weak signal	Input field to enter the symbol and selection field to choose the announcement that will be used to indicate a weak signal.
for a very weak signal	Input field to enter the symbol and selection field to choose the announcement that will be used to indicate a very weak signal.

Table 17-5 Description of the fields in the window "Edit DPS parameters"

17.5.3 Administrate connected servers

Underneath the tree entry "DAKS Positioning Services" lies the parameter entry "<Connected servers>".

Use this entry to administrate the link-up of the following 3 external applications, all of which can be setup in redundant form:

- DPS-view- server (Section 17.6, "Operate DPS through the DAKS-TT Operator-Tool")
- Siemens HPS (Section 17.4.1, "Siemens HiPath Positioning System (HPS)")
- Ekahau Positioning Engine (Section 17.4.2, "Ekahau Positioning Engine (EPE)")

17.5.3.1 Add and edit connected servers

Follow the below instructions to connect a new server or edit an already connected server:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services" by clicking the plus (+) sign.
2.	In the tree view, select "<Connected servers>". This will open the list with all connected servers.
3.	Click on the symbol in the menu bar to connect with a new server, or select the server you want to edit and click on . This will open the window "Edit DPS server".
4.	Enter all relevant data in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 17-6 How to connect and edit DPS servers

Description of the fields in the window "Edit DPS server"

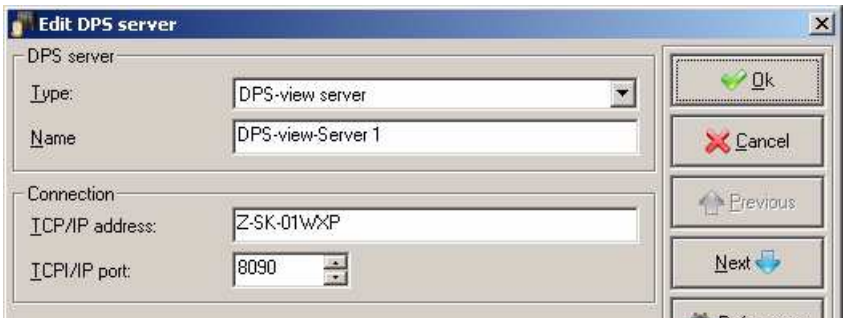
Field	Description
	
Window area "DPS server"	
Type	This selection field determines the type of the server entry (short: DPS server): • DPS-view server Creates a connection to DPS-view • Siemens HPS Creates a connection to Siemens HPS • Ekahau Positioning Engine Creates a connection to an Ekahau Positioning Engine
Name	Use this input field to enter a unique name for the DPS server (max. 50 characters).
Window area "Connection"	
TCP/IP address	Input field for the TCP/IP address or the PC name of the connected DPS server.
TCP/IP port	Selection field to choose the TCP/IP port used to communicate with the connected DPS server (default 8090).

Table 17-7 Description of the fields in the window "Edit DPS server"

Description of the special fields in the window "Edit DPS server" for the type "Siemens HPS"

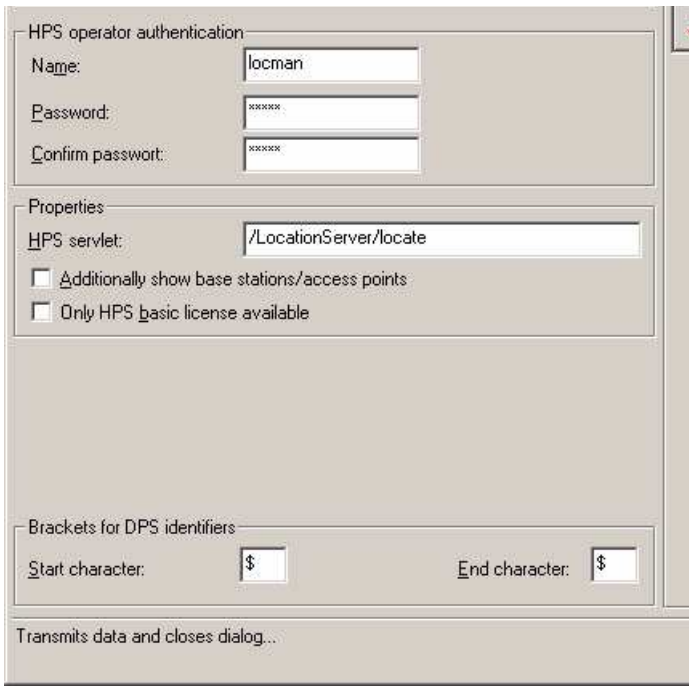
Field	Description
	
Window area "HPS operator authentication"	
Name	The login name to log on to an HPS as operator (details: documentation HPS).
Password	The password matching the login name to log on to an HPS as operator (details: documentation HPS).
Confirm password	Repeat entry of the password for verification.
Window area "Properties"	
HPS servlet	Name of the servlet where DPS can reach the HPS (details:documentation HPS).
Additionally show base stations/access points	If this box is checked the base stations/access points will, when visualized though DPS-view, be shown in addition to the location ranges, otherwise DPS-view will visualize the location range only.

Table 17-8 Description of the special fields in the window "Edit DPS server" for the type "Siemens HPS"

Field	Description
Only HPS basic license available	If this box is checked, HPS will only be used as gateway to query the field strength values for WL2 telephones. Consequently HPS needs not be administrated with any map material or base station lists. If this box is not checked HPS will be connected as location server with interpreting.
Window area "Brackets for DPS identifiers“	
Start character	For a contextual recognition of the identifier, a character can be prepended to the DPS identifier for sites, wide ranges and close ranges (Section 17.4.1, "Siemens HiPath Positioning System (HPS)") (default $).
End character	For a contextual recognition of the identifier, a character can be appended to the DPS identifier for sites, wide ranges and close ranges (Section 17.4.1, "Siemens HiPath Positioning System (HPS)") (default $).

Table 17-8 Description of the special fields in the window "Edit DPS server" for the type "Siemens HPS"

Description of the special fields in the window "Edit DPS server" for the type "Ekahau Positioning Engine"

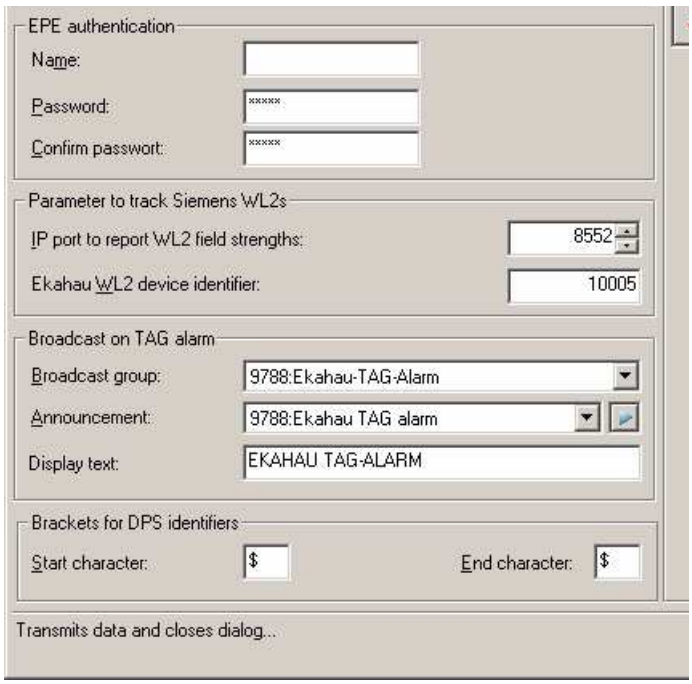
Field	Description
	
Window area "EPE authentication"	
Name	The login name to log on to an EPE (details: documentation EPE).
Password	The password matching the login name to log on to an EPE (details: documentation EPE).
Confirm password	Repeat entry of the password for verification.
Window area "Parameter to track Siemens WL2s"	
IP port to report WL2 field strengths	This is the TCP/IP port where the EPE listens for the WL2 field strength information.
Ekahau WL2 device receiver	The WL2 device receiver enable the EPE to identify if the reported field strength information belong to a WL2 telephone.
Window area "Broadcast on TAG alarm"	
Broadcast group	Selection field to choose a broadcast that shall be started when DPS receives a TAG alarm from the EPE.
Announcement	Selection field to choose an announcement that shall be used for the above broadcast.

Table 17-9 Description of the fields in the window "Edit DPS server", type "DPS-view server"

Field	Description
Display text	Selection field to choose a display text message that shall be used for the above broadcast.
Window area "Brackets for DPS identifiers“	
Start character	For a contextual recognition of the identifier, a character can be prepended to the DPS identifier for sites, wide ranges and close ranges (Section 17.4.2, "Ekahau Positioning Engine (EPE)") (default $).
End character	For a contextual recognition of the identifier, a character can be appended to the DPS identifier for sites, wide ranges and close ranges (Section 17.4.2, "Ekahau Positioning Engine (EPE)") (default $).

Table 17-9 Description of the fields in the window "Edit DPS server", type "DPS-view server"

17.5.3.2 Delete a connected server

Follow the below instructions to delete a connected server:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services" by clicking the plus (+) sign.
2.	In the tree view, select "<Connected servers>". This will open the list with all connected servers.
3.	In the list window mark the connected server that you want to delete.
4.	Click on the symbol in the menu bar.
5.	Confirm the security prompt with **OK**. The connected server will now be deleted.

Table 17-10 Delete a connected server

17.5.4 Administration of location ranges

As described in Section 17.3.1, "Location ranges", DPS differentiates between 3 kinds of location ranges: wide ranges and close ranges.

17.5.4.1 Add and edit a site

To add and edit sites the box "Support various sites" must be enabled in the window "Edit DPS parameters (Section 17.5.2, "Edit DPS parameters").

Follow the below instructions to add a new site or edit an already existing site.

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	Click the symbol in the menu bar to add a new site, or select the site you want to edit and click on . This will open the window "Edit DPS site".
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 17-11 Add and edit a DPS site

Description of the fields in the window "Edit DPS site"

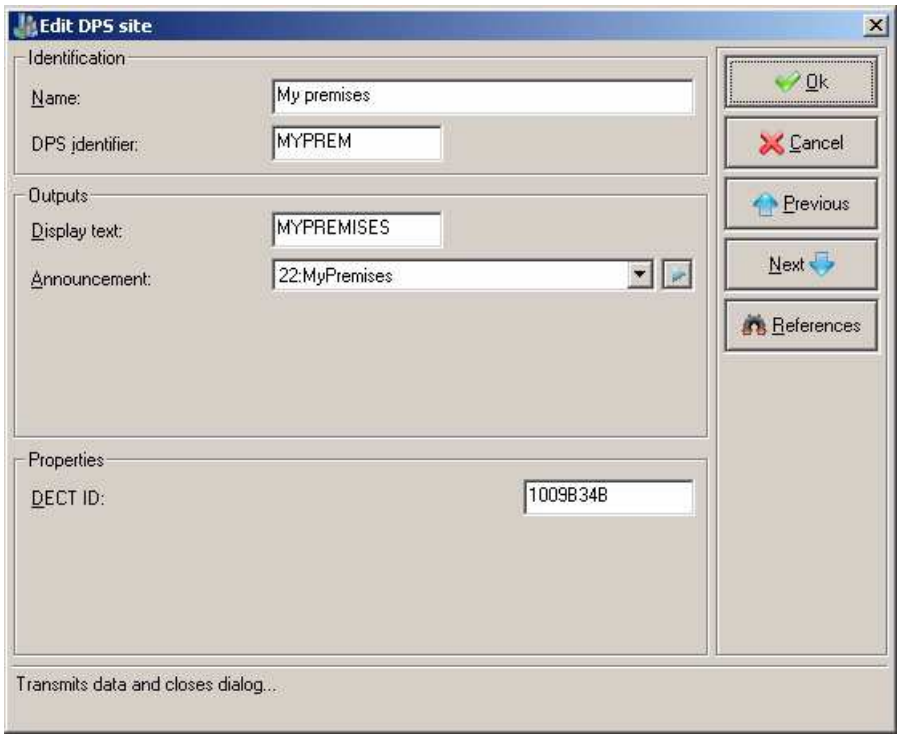
Field	Description
	
Window area "Identification"	
Name	Input field to enter the name of the site (max. 50 characters) that will be used to identify this site in the tables and list fields.
DPS identifier	Use this input field to enter a unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view.
Window area "Outputs"	
Display text	Use this field to enter a display text (max. 16 characters) that identifies the site.
Announcement	Use this selection field to choose the announcement that will identify the site.
Window area "Properties"	
DECT ID	Edit field to enter for the DECT ID (max. 8 characters, 0...9 and A...F) of the DECT network at the site.

Table 17-12 Description of the fields in the window "Edit DPS site"

17.5.4.2 Add and edit a wide range

To add and edit wide ranges the box "Support wide ranges" must be enabled in the window "Edit DPS parameters (Section 17.5.2, "Edit DPS parameters").

Follow the below instructions to add a new wide range or edit an already existing wide range.

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	Click the symbol in the menu bar to add a wide range, or select the wide range you want to edit and click on . This will open the window "Edit DPS wide range".
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 17-13 Add and edit a DPS wide range

Description of the fields in the window "Edit DPS wide range"

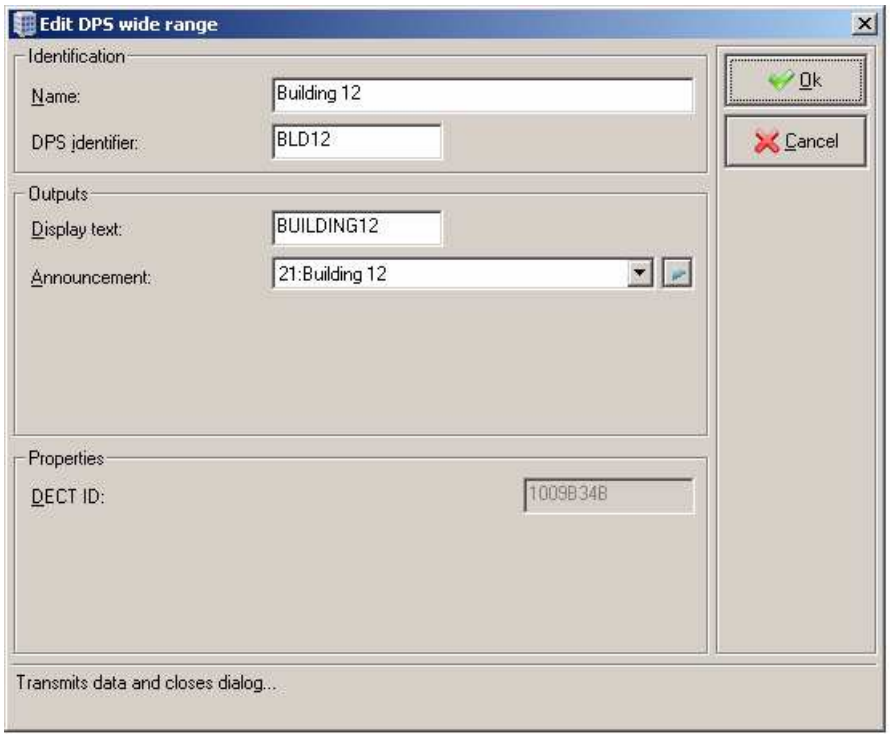
Field	Description
	
Window area "Identification"	
Name	Input field to enter the name of the wide range (max. 50 characters) that will be used to identify this wide range in the tables and list fields.
DPS identifier	Use this input field to enter a unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view.
Window area "Outputs"	
Display text	Use this field to enter a display text (max. 16 characters) that identifies the wide range.
Announcement	Use this selection field to choose the announcement that will identify the wide range.
Window area "Properties"	
DECT ID	This field shows the DECT ID (max. 8 characters, 0...9 and A...F) of the DECT network in the wide range.

Table 17-14 Description of the fields in the window "Edit DPS wide range"

17.5.4.3 Add and edit a close range

To add and edit close ranges the box "Support wide ranges" must be enabled in the window "Edit DPS parameters (Section 17.5.2, "Edit DPS parameters").

Follow the below instructions to add a new close range or edit an already existing close range.

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	Click the symbol in the menu bar to add a close range, or select the close range you want to edit and click on . This will open the window "Edit DPS close range".
3.	Enter all relevant data in keeping with the ensuing field descriptions.
4.	Click on **OK** to save your entries.

Table 17-15 Add and edit a DPS close range

Description of the fields in the window "Edit DPS close range"

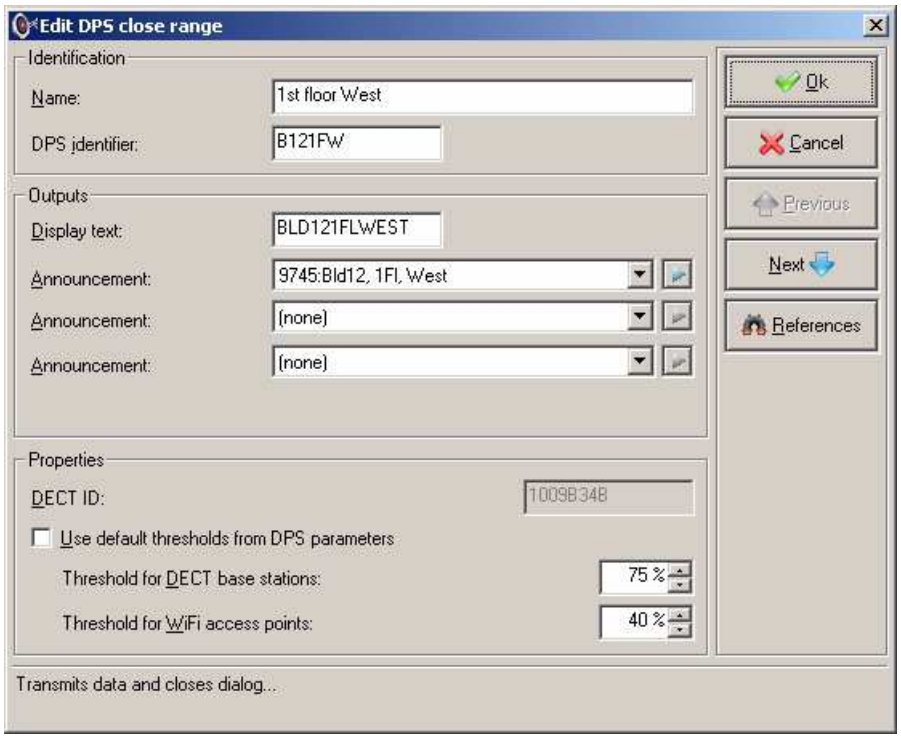
Field	Description
	
Window area "Identification"	
Name	Input field to enter the name of the close range (max. 50 characters) that will be used to identify this close range in the tables and list fields.
DPS identifier	Use this input field to enter a unique ID for the location range (max. 8 characters) that is applied in combination with external positioning servers and DPS-view.
Window area "Outputs"	
Display text	Use this field to enter a display text (max. 16 characters) that identifies the close range.
Announcement	3 selection fields to choose the announcements that are used to identify the close range.
Window area "Properties"	
DECT ID	This field shows the DECT ID (max. 8 characters, 0...9 and A...F) of the DECT network in the close range.

Table 17-16 Description of the fields in the window "Edit DPS close range"

Field	Description
Use default thresholds from DPS parameters	If this box is checked DPS will apply, to indicate if the tracked device might be located within the close range to which the access points or base stations are assigned, the default threshold value from the DPS parameters for the following two fields.
Threshold for DECT base stations	Selection field to choose the close range-specific threshold value for assigned DECT base stations (default 75%). This field is only enabled if the box "Use default thresholds from DPS parameters" is not checked.
Threshold for WLAN access points	Selection field to choose the close range-specific threshold value for assigned WLAN access points (default 75%). This field is only active if the field "Use default thresholds from DPS parameters" is not checked.

Table 17-16 Description of the fields in the window "Edit DPS close range"

17.5.4.4 Delete a location range

Location ranges that appear in red letters are default entries and cannot be deleted directly.

If a superimposed level is not shown in red it can be deleted directly. Please bear in mind that all default subordinate levels will also be removed in this process.

If location range still has active references, for example base stations or access points on their lowest level, these stations and points will be moved to the default location range created for level of the location range you are tying to delete.

Follow the instructions below to delete a location range:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	In the list window or tree view select the location range you want to delete.
3.	Click on the symbol in the menu bar.
4.	Confirm the security prompt with **OK**. The location range will now be deleted. If the location range still has active references, for example other location ranges or base stations/access points, the window "Delete location range with references" will now pop up (Section 17.5.4.5, "Edit or delete location range references").

Table 17-17 Delete a location range

17.5.4.5 Edit or delete location range references

In the windows "Edit DPS site", "Edit DPS wide range" and "Edit DPS close range" you can click the button **References** directly to open the window "Location range references". This window lists all location ranges, base stations and access points that are assigned to the location range. Use this window to edit or delete the assigned entries that are listed here.

If the location range still has active references, for example other location ranges or base stations/access points, the window "Delete location range with references" will now pop up.

Follow the steps below to edit or to delete location range references:

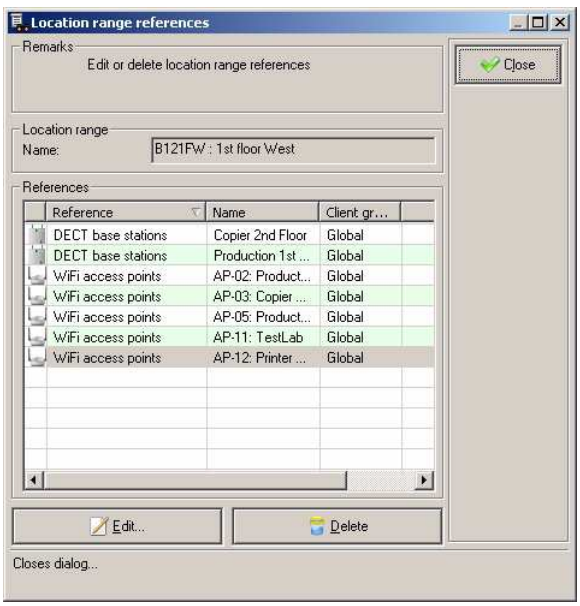
No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	Select the location range you want to edit and click on . This will open the window to edit the location range
3.	Click on **References**. This will open the window "Location range references". 

Table 17-18 Edit or delete location range references

No.	Step
4.	**Edit a location range/base station/subscriber:** First, select the reference entry you want to edit and click on **Edit** or double-click the entry directly. This will open w window to edit the entry. Use this window to make the changes you want to add (Section 17.5.4, "Administration of location ranges", Section 17.5.5, "Administrate DECT a base station", Section 17.5.6, "Administrate WiFi access points"). **Delete a location range/base station:** Select the reference entries you want to delete and click on **Edit**. Confirm the security prompt with **Yes**. The reference entries are deleted. If the list is empty, you can also delete the location range as such.

Table 17-18 Edit or delete location range references

17.5.5 Administrate DECT a base station

17.5.5.1 Add and edit DECT base stations

To add and edit DECT base stations make sure the box "DECT location tracking" is enabled in the DPS parameters (Section 17.5.2, "Edit DPS parameters").

Follow the below instructions to add a new or edit a DECT base station:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". In keeping with the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters"), this will open a list with all location ranges.
2.	Select the location range in the tree structure underneath which you want to add a new or edit an already existing DECT base station. Then select "DECT base stations" in the tree. This will open a list with the DECT base stations.
3.	Click the symbol in the menu bar to add a new DECT base station, or select the DECT base station you want to edit and click . This will open the window "Edit DECT base station".
4.	Enter all relevant data in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 17-19 Add and edit DECT a base station

Description of the fields in the window "Edit DECT base station"

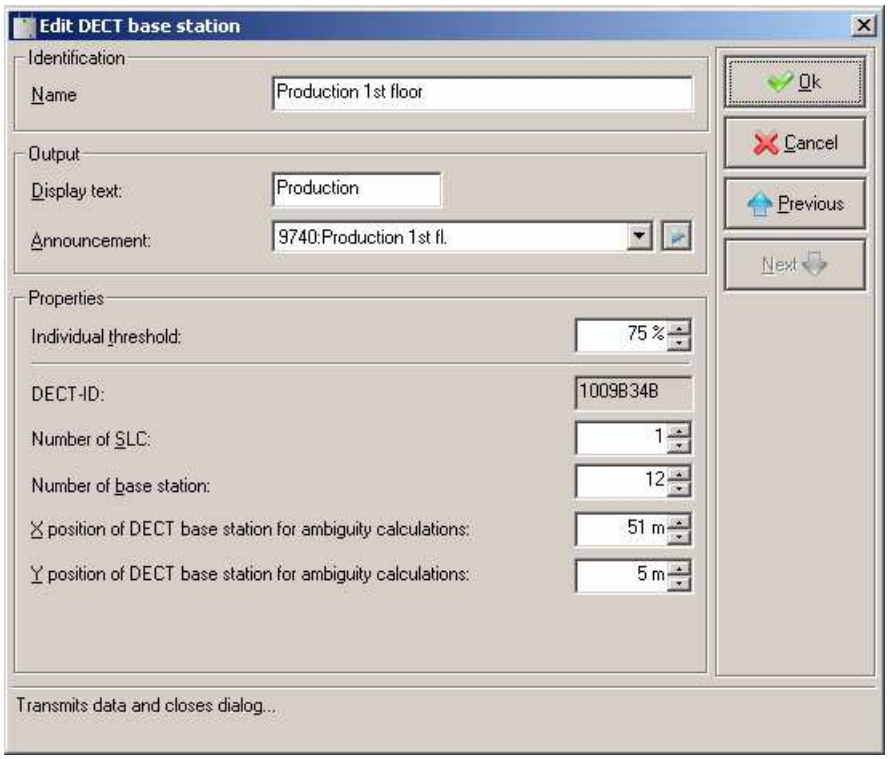
Field	Description
	
Window area "Identification"	
Name	Input field to enter the name of the base station (max. 50 characters) that will be used to identify this station in the tables and list fields.
Window area "Outputs"	
Display text	Selection field to choose a display text message (max. 16 characters) that shall be used to identify the position of the base station.
Announcement	Selection field to choose the announcement that identifies the position of the base station.
Window area "Properties"	
Individual threshold	Selection field to determine the threshold value that, when the field strength is exceeded, will be used to indicate that the tracked device may be located in the close range to which the base station is assigned (default 75%). If "(default)" is entered here, the system will utilize the threshold that is entered in the field "threshold for DECT base stations" for the close range.

Table 17-20 Description of the fields in the window "Edit DECT base station"

Field	Description
The number of SLC	Selection field to choose the SLC number in keeping with the Siemens CA Tool of the HiPath Administration (or the corresponding entry in a non HiPath 4000 DECT environment).
Number of base station	Selection field to choose the port number of the SLC within HiPath to which the base station is physically connected, in keeping with the Siemens CA Tool of the HiPath Administration (or the corresponding entry in a non HiPath 4000 DECT environment).
X position of DECT base station for ambiguity calculations	This selection field will only have effect in combination with the ambiguity algorithm ().This selection field will only have effect in combination with the ambiguity algorithm (Section 17.3.2.1, "Ambiguity algorithm"). Selection field to define the X coordinate of the base station in terms of a system of coordinates that is consistent for the entire company site.
Y position of DECT base station for ambiguity calculations	This selection field will only have effect in combination with the ambiguity algorithm ().This selection field will only have effect in combination with the ambiguity algorithm (Section 17.3.2.1, "Ambiguity algorithm"). Selection field to define the Y coordinate of the base station in terms of a system of coordinates that is the same for the entire site.

Table 17-20 Description of the fields in the window "Edit DECT base station"

17.5.5.2 Delete a DECT base station

Follow the below instructions to delete a DECT base station:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	In the tree select the location range whose subordinate DECT base station(s) you want to delete. Then select "DECT base stations" in the tree. This will open a list with the DECT base stations.
3.	In the list window select the DECT base station you want to delete.
4.	Click on the symbol in the menu bar.
5.	Confirm the security prompt with **OK**. The DECT base station will now be deleted.

Table 17-21 Delete a DECT base station

17.5.6 Administrate WiFi access points

17.5.6.1 Add and edit a WiFi access point

To add and edit WiFi access points make sure the box "WiFi location tracking" is enabled in DPS parameters (Section 17.5.2, "Edit DPS parameters").

Follow the below instructions to add a new WiFi access point or edit an already existing WiFi access point.

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". In keeping with the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters"), this will open a list with all location ranges.
2.	In the tree select the location range underneath which you want to add a new WiFi access point or whose subordinate WiFi access point you want to edit. Then go to the tree and select "WiFi access points". This will open the list with the WiFi access points.
3.	Click the symbol in the menu bar to add a WiFi access point, or select the WiFi access point you want to edit and click on . This will open the window "Edit WiFi access point".
4.	Enter all relevant data in keeping with the ensuing field descriptions.
5.	Click on **OK** to save your entries.

Table 17-22 Add and edit a WiFi access point

Description of the fields in the window "Edit WLAN access point"

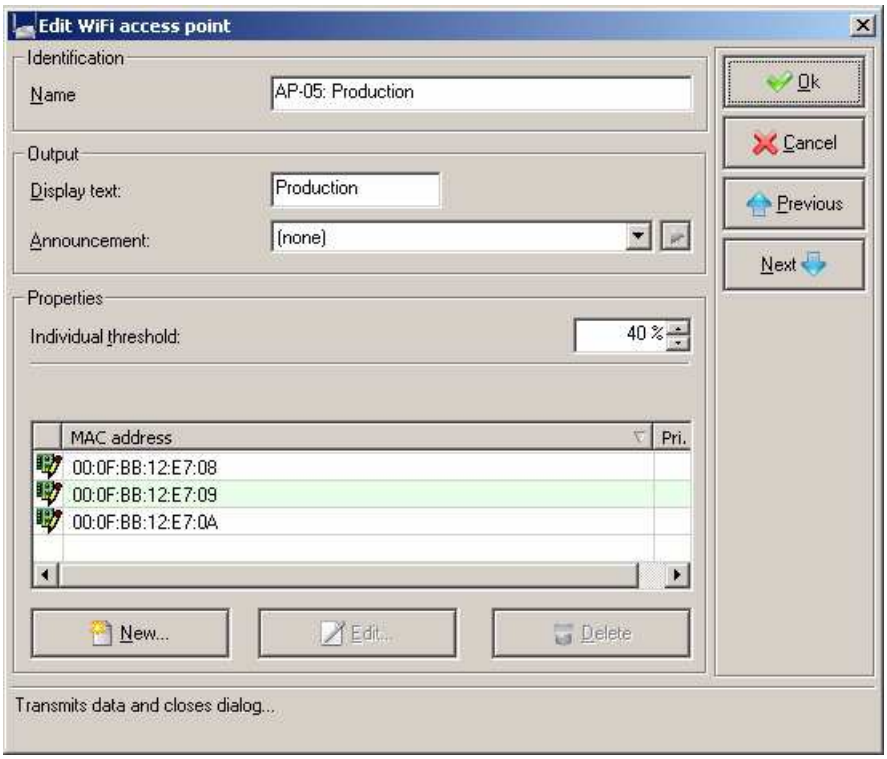
Field	Description
	
Window area "Identification"	
Name	Edit field to enter the name of the access point (max. 50 characters) that will be used to identify this access point in the tables and list fields.
Window area "Outputs"	
Display text	Selection field to choose a display text message (max. 16 characters) that shall be used to identify the position of the access point.
Announcement	Selection field to choose the announcement that identifies the position of the access point.
Window area "Properties"	

Table 17-23 Description of the fields in the window "Edit WLAN access point"

Field	Description
Individual threshold	Selection field to determine the threshold value that, when the field strength is exceeded, will be used to indicate that the tracked device may be located in the close range to which the access point is assigned (default 75%). If "(default)" is entered here, the system will utilize the threshold that is entered in the field "threshold for DECT base stations" for the close range.
MAC addresses	The list itemizing the VNS MAC addresses that are assigned to the access point.
New...	Use this button to open a user window and add a new MAC address for this access point (Section 17.5.6.3, "Add or edit a MAC address").
Edit...	Use this button to open a user window and edit a MAC address marked in the list (Section 17.5.6.3, "Add or edit a MAC address").
Delete	Use this button to delete the MAC addresses marked in the list.

Table 17-23 Description of the fields in the window "Edit WLAN access point"

17.5.6.2 Delete a WiFi access point

Follow the below instructions to delete a WiFi access point:

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". Depending on the settings in the DPS parameters (Section 17.5.2, "Edit DPS parameters") this will open a list with all location ranges.
2.	In the tree select the location range underneath which you want to delete a WiFi access point. Then go to the tree and select "WiFi access points". This will open the list with the WiFi access points.
3.	In the list window mark the WiFi access point you want to delete.
4.	Click on the symbol in the menu bar.
5.	Confirm the security prompt with **OK**. The WiFi access point will now be deleted.

Table 17-24 Delete a WiFi access point

17.5.6.3 Add or edit a MAC address

No.	Step
1.	Go to the tree view and select "DAKS Positioning Services". This will open the list with the location ranges.
2.	In the tree select the location range underneath which you want to add a new WiFi access point or whose subordinate WiFi access point you want to edit. Then go to the tree and select "WiFi access points". This will open the list with the WiFi access points.
3.	Select the WiFi access point you want to edit or to which you want to add a new MAC address you want to edit and click on . This will open the window "Edit WiFi access point".
4.	Click **New...** or go to the MAC address list, select the entry you want to edit and click on **Edit... .** This will open the window "Edit MAC address".
5.	Enter all relevant data in keeping with the ensuing field descriptions.
6.	Click on **OK** to save your entries.

Table 17-25 Edit a MAC address

Description of the fields in the window "Edit MAC address"

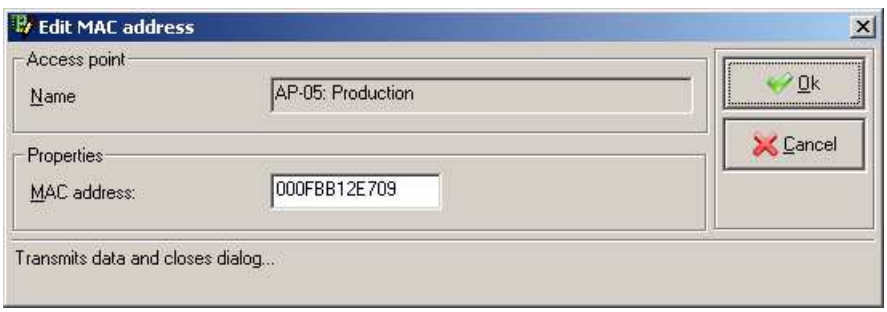
Field	Description
	
Window area "Identification"	
Properties	Edit field for the MAC address of the aforementioned access point (12 characters hexadecimal).

Table 17-26 Description of the fields in the window "Edit MAC address"

17.6 Operate DPS through the DAKS-TT Operator-Tool

To operate DPS through the Operator-Tool you need to have the operator rights and a password.

The Operator-Tool makes it possible to output the results of target location tracking processes, but also broadcasts and conferences.

17.6.1 Track the location of targeted terminals

Follow the below instructions to track the location of individual terminals:

No.	Step
1.	Start the DAKS-TT Operator-Tool and log on.
2.	There are two ways to track the location or targeted terminals: • Open the pull-down menu "Operations" and select the item "DPS location tracking...", or • click on . This will open the window "Select target to track".
3.	Select the terminal whose location you need to track. Note: This list itemizes only devices whose boxes "Terminal locatable" and "always locatable" were ticked for the destination (Section 7.4.2, "Edit destinations").
4.	Use the lower boxes to define if the tracking results are output in form of a display text message or in form of a graphical visualization, and to specify if the location of the destination shall continue to be tracked on a cyclical basis and, if so, the interval in which it is tracked.
5.	Click on **Ok** to start the location tracking process. This will set off the tracking and open the location tracking window(Section 17.6.1.2, "Show the results of a target location tracking process").

Table 17-27 Start individual broadcasts

Description of the fields in the window "Select target to track"

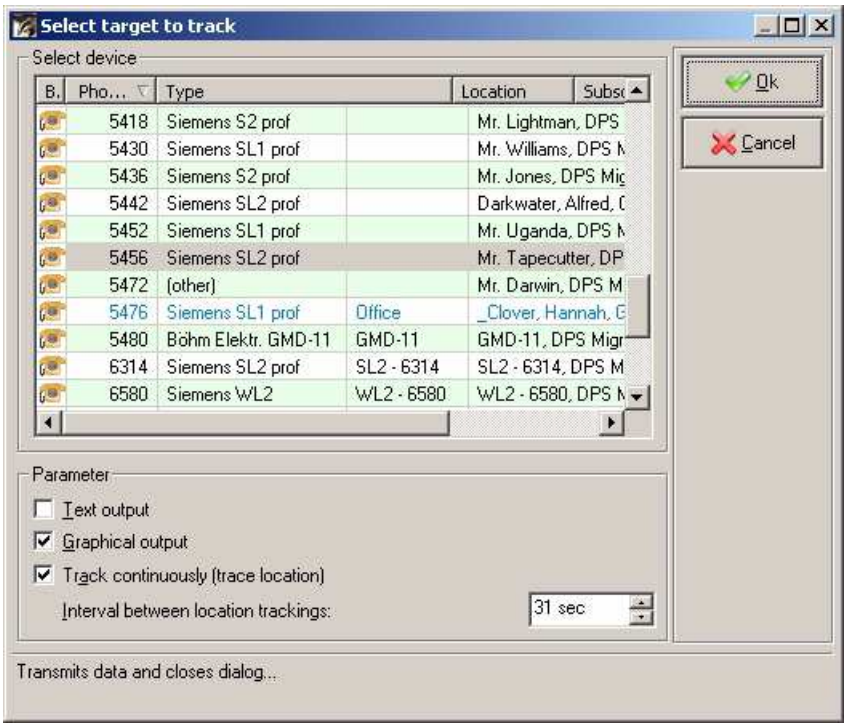
Field	Description

Lists of all available terminals.
Phone number	Output field for the call number of the terminal.
Type	Output field for the terminal type.
Site	Output field for the terminal location.
Subscriber data	Name of the subscriber for whom the terminal is administrated.

Table 17-28 Description of the fields in the window "Select target to track"

Field	Description
Window area "Parameters"	
Text output	Is this box is ticked the location tracking results are output purely in form of a text message (Section 17.6.1.2, "Show the results of a target location tracking process").
Graphical output	If this box is ticked the location tracking results are output in a graphical form generated by DPS-view (Section 17.6.1.2, "Show the results of a target location tracking process").
Track continuously (trace location)	If this box is ticked the location tracking process will be repeated on a cyclical basis and the output will be refreshed accordingly.
Interval between location tracking processes	This box is only enabled if the field "track continuously (trace location)" is ticked. Selection field to define the interval in which the tracking process is repeated.

Table 17-28 Description of the fields in the window "Select target to track"

Terminals that are NOT "always locatable" (Section 7.4.2, "Edit destinations") but that can, due to a previously initiated and already ended process (broadcast or conference), be continuously tracked, are shown in blue and carry the symbol .

17.6.1.1 Toolbar and menu items

This section covers the buttons and special menu items that are used for the outputs of target location tracking processes as well as for broadcasts and conferences. Note that in connection with the broadcasts and conferences, not all buttons and menu items are available.

Field/Symbol	Description
Pull down menu "File"	
Save as... (CTRL + S)	Saves the present location tracking results in form of an HTML file.
Send...	Emails the present location tracking results in form of an HTML file.
Print... (CTRL + P)	Prints the location tracking results at the default printer.

Table 17-29 Toolbar and menu items for targeted location tracking processes

Field/Symbol	Description
Print at... 	Prints the location tracking results at the printer selected in a subsequent user dialog.
Pull down menu "Location tracking"	
Track target... 	Opens the window "Select target to track" (Section 17.6.1, "Track the location of targeted terminals").
Graphical output 	Use this button to toggle between the graphic visualization and the text output.
Track continuously (trace location) 	Toggles between individual and cyclical location tacking. To repeat a target tracking process simply click this button 2 x in a row (no doubleclick).

Table 17-29 Toolbar and menu items for targeted location tracking processes

17.6.1.2 Show the results of a target location tracking process

There are two ways to show the results of a target location tracking process:

- In form of a text message in which all details are shown in a table, or
- in form of a graphic rendition in which the location tracking results are processed by the DPS-view server, with the option to visualize the results through hierarchically structured maps.

Output of the results of a target tracking process as a text message

The below table covers the location tracking results output as text information. Similar to the printout texts, the text information is HTML edited.

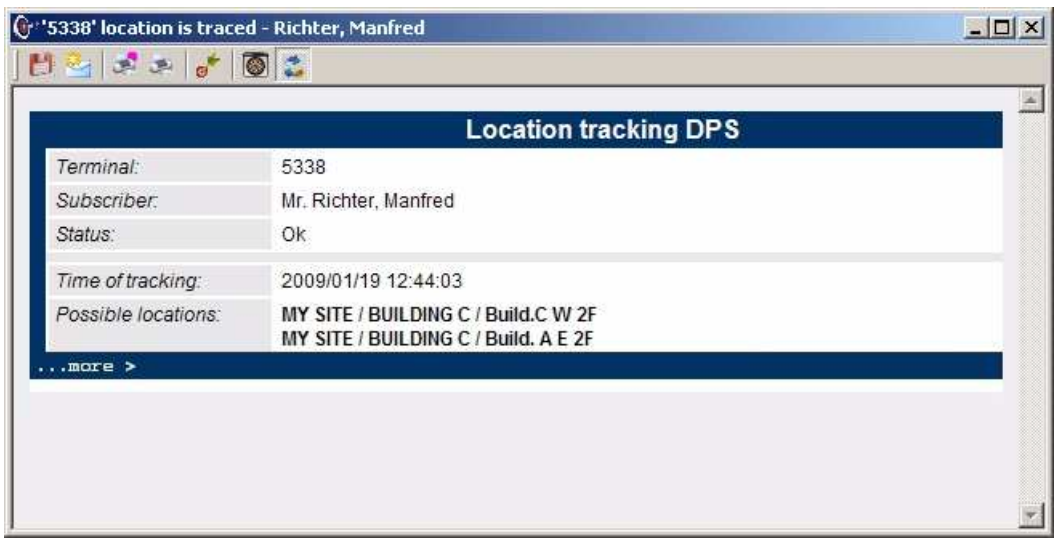
Field/Symbol	Description
	
Window area "DPS location tracking" This area contains the data of the last tracking inquiry.	
Terminal	The phone number of the terminal that needs to be located.
Subscriber data	The name of the subscriber to whom the terminal is assigned.
Status	The status of the present location tracking process.
Time of tracking	The date and time of the tracking results.
e. g.: Possible loca-tions	The computed location details in keeping with the setting made in the DPS parameters.
Timestamp of last tracking	Timestamp of the location server

Table 17-30 Description of the symbols and areas of location tracking results

Field/Symbol	Description
more >	Click on **more >** for further details of the location tracking results.

Table 17-30 Description of the symbols and areas of location tracking results

The below table covers the detailed view for location tracking results output as text information. The top area remains unchanged and only the fields of the lower area that is now added are covered below.

Field/Symbol	Description
Additional information	Shows the status ACK messages of the location server and other indicators.
Window area "Output to called subscribers“	

Table 17-31 Description of the symbols and areas of location tracking results

Field/Symbol	Description
Display	Shows the text that is output on the display of the handsets of the called subscribers. Here the vertical spacing in the text output are replaced by " / ".
Announcements	The announcements that are played to the called subscribers in the order from top to bottom.
Window area "Individual results of location ranges“ List of all detected location ranges in which the tracked terminal may be located. The columns from left to right reflect the hierarchical structure of the location ranges.	
(Symbol)	gray square for all entries
Site	The computed sites
Wide range	The computed wide ranges
Close range	The computed close ranges
Window area "Individual results of DECT base stations and WLAN access points" List of all detected base stations or access points.	
(Symbol)	Colored square, in keeping with the standardized field strength from red (strong signal) over yellow and green to blue (weak signal).
Norm. FS	The received field strength normed (standardized) in percent
FS symbol	The field strength symbol used in a display output.
Abs. FS	The received absolute field strength.
Type	The type of the base station/access point.
Name	The name of the base station/access point.

Table 17-31 Description of the symbols and areas of location tracking results

Graphic rendition of the results of a target tracking process

The below image shows the graphic visualization of a tracking result. To output the results in this way, the DPS-view server (Section 17.3.7.1, "Special features in location tracking inquiries for Siemens WL2 handsets") must be enabled and configured as the DPS server (Section 17.5.3, "Administrate connected servers"), and it must be possible to address this server.

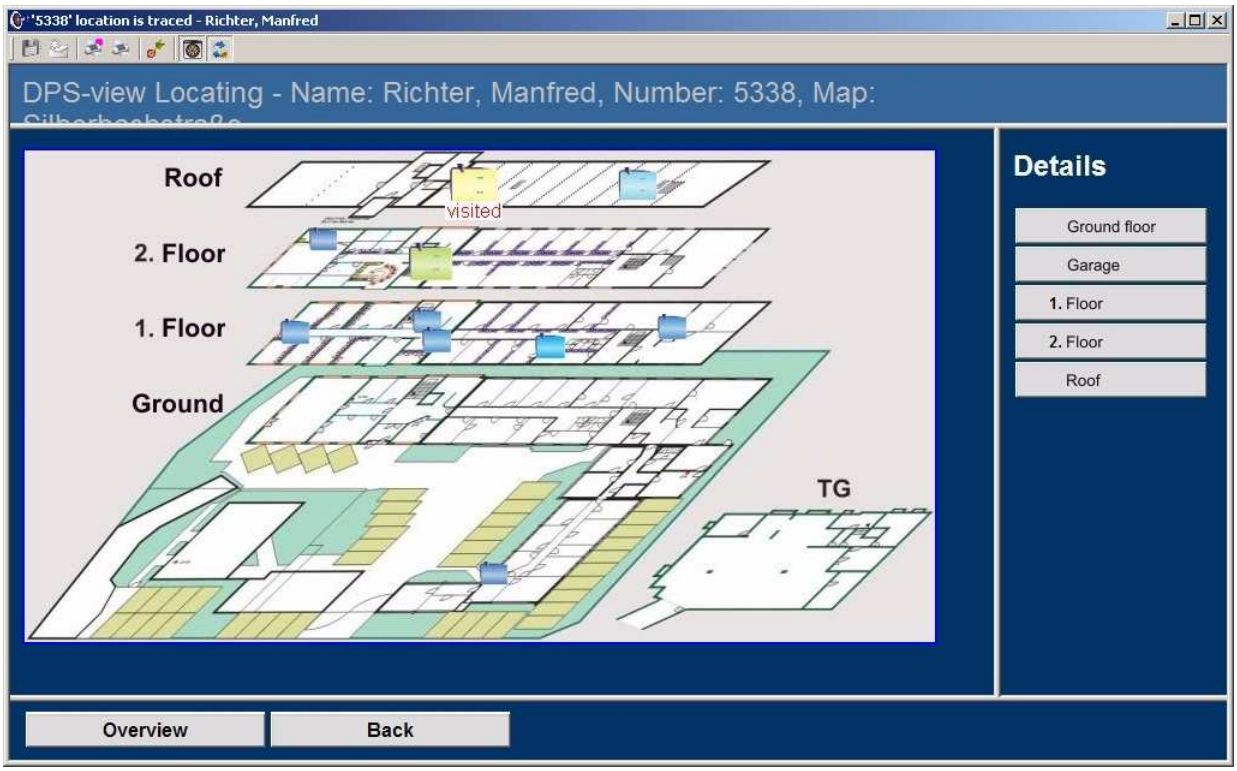


Image 17-6 Graphic rendition of the results of a target tracking process

Use the toolbar button to toggle between the text and the graphic output format.

Use the button located in the toolbar to activate or deactivate the cyclical repetition of the location tracking (staff monitoring) at any time.

For a correct visualization of the cyclical location tracking process, please make sure you disable the buffering of web pages in the Microsoft Internet-Explorer.

To disable this function, open the Microsoft Internet-Explorer and click the menu item "Extras" and select "Internet options".

This will open the window "Internet options". Now open the tab "Common" and click the buttons "**Settings**" in the window area "Browser process".

This will open the window "temporary Internet files and process". In the window area "Temporary internet files" select the option "For every access of this web site".

Click **OK** to save your entries in both windows.

17.6.2 Broadcasts and conferences with location tracking

The administration of broadcasts (Section 9.7, "Administrate broadcast groups") and conferences (Section 11.7, "Conference group administration") offers the option to also specify if the the location of a broadcast initiator or conference convenor shall be positioned by the system.

In addition, you can define in the broadcast groups if the location of the initiator shall be tracked on a cyclical basis.

When a broadcast or conference is started with the location tracking function, DAKS will first try to locate the initiator before entering into the actual calling. If the initiator or convenor cannot be located within 15 seconds, the system will start the broadcast or conference without the tracking results.

In the DAKS-TT Operator-Tool, broadcasts and conferences that are activated with location tracking are shown in the same way as broadcasts and conferences that are activated without the location tracking function, with the only difference that the additional tracking information is included.

After the end of a broadcast or conference, the location of an initiator or convenor can still be tracked, even if "always trackable" (Section 7.4.2, "Edit destinations") is not marked. This continued tracking is adjustable with "Max. post process tracking time for devices that are NOT "always trackable""(Section 17.5.2, "Edit DPS parameters").

Due to the fact that the times for the continuous tracking of the terminals from which the broadcast or conference was initiated are only stored on a temporary basis in the DAKS-TT Operator-Tool, these settings are automatically lost when the DAKS-TT Operator-Tools is closed.

17.6.2.1 Toolbar and menu items

The below table covers the buttons and menu items for ad hoc tracking and for tracking in combination with broadcasts and conferences.

Field/Symbol	Description
Pull down "Broadcast" or "Conference"	
Output tracking results	Use this button to toggle between the normal broadcast output (Section 9.9.5, "Monitor broadcasts") and the tracking results.
Graphical output	This button is only active for the output of the tracking results. Use this button to toggle between the graphic visualization and the text output.

Table 17-32 Toolbar and menu items for location tracking results

Field/Symbol	Description
Continuously track initiator/convenor	This button is only active after the end of the broadcast or conference, and in combination with the output of the tracking results. Initiates a single continued tracking of the initiator or convenor.

Table 17-32 Toolbar and menu items for location tracking results

17.6.2.2 Output tracking results in broadcasts and conferences

Similar to the target tracking process, there are two ways to show the location tracking results:

- In form of a text message in which all details are shown in a table (for details please see Section 17.6.1.2, "Show the results of a target location tracking process"), and
- in form of a graphic rendition in which the location tracking results are processed by the DPS-view server, with the option to visualize the results through hierarchically structured maps.

The cyclical location tracking can only be carried out in broadcasts and is controlled by the DAKS server. Here the called subscribers are constantly sent the latest tracking information, either to their display or as voice announcement.

Output of location tracking results in broadcasts/conferences as text message

The below image shows the way in which tracking results are output as a text in a broadcast; for conferences the output of tracking results as text is analogous:

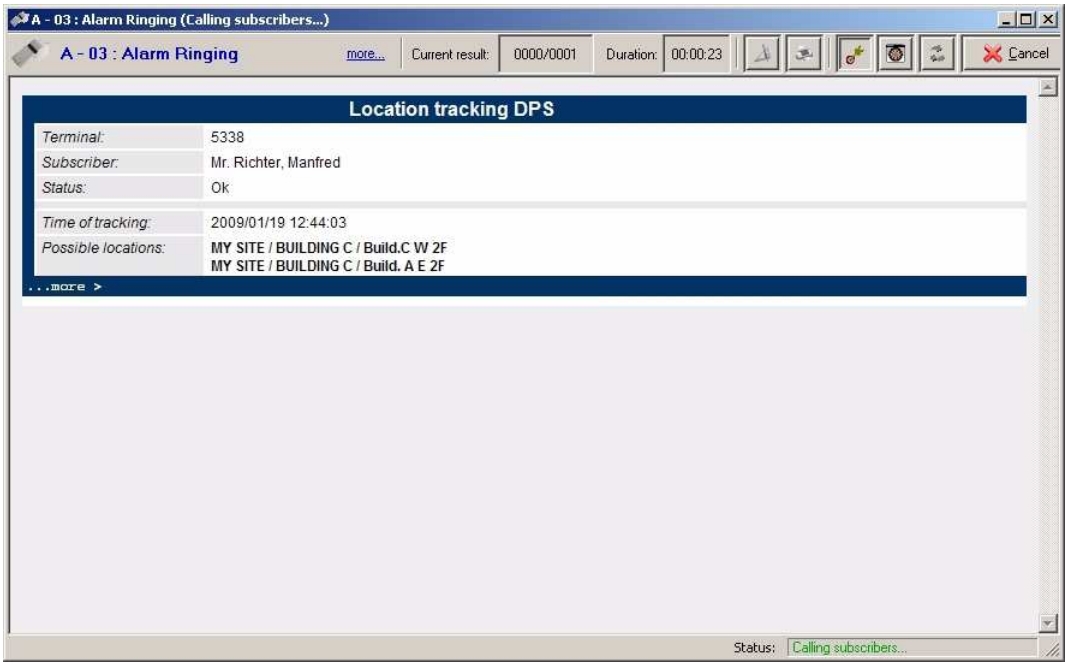


Image 17-7 Output of broadcast location tracking results in as text message

Output of location tracking results in broadcasts/conferences as graphic visualization

The below image shows the way in which tracking results are graphically output in a broadcast; for conferences the graphical output of tracking results is analogous. To output the results in this way, the DPS-view server (Section 17.3.7.1, "Special features in location tracking inquiries for Siemens WL2 handsets") must be enabled and configured as the DPS server (Section 17.5.3, "Administrate connected servers"), and it must be possible to address this server.

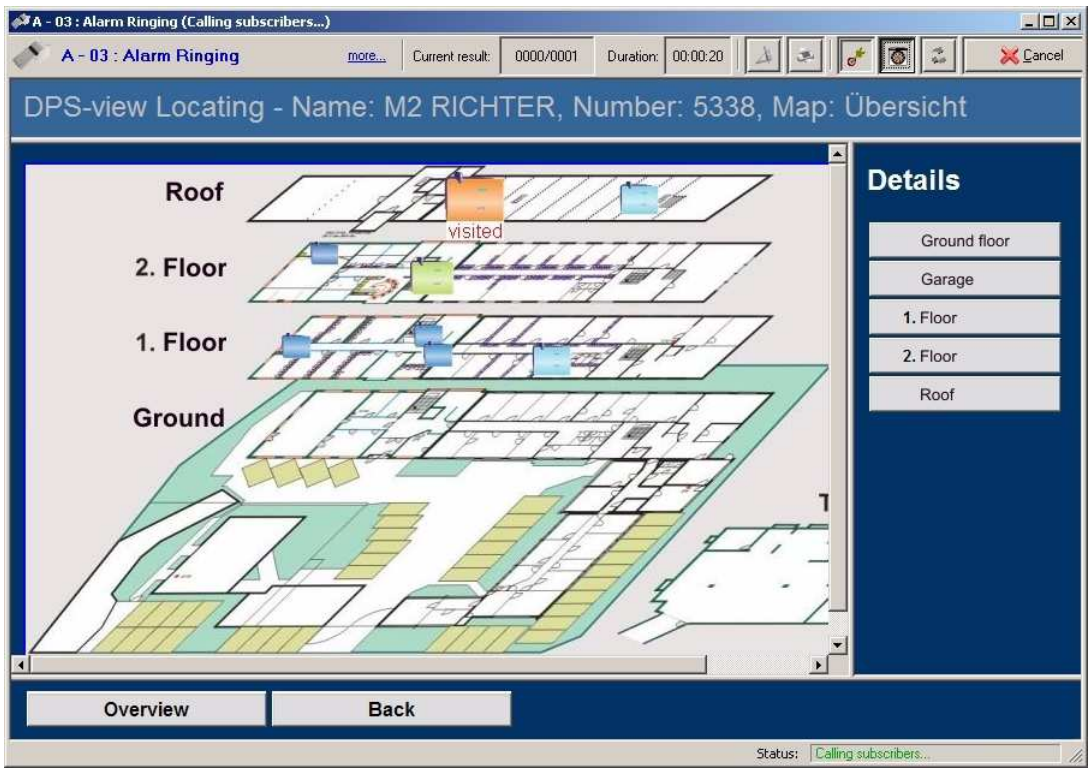


Image 17-8 Graphic rendition of broadcast location tracking results

Use the toolbar button for currently active broadcasts and conferences to toggle between the text and graphic output format.

Use the button to toggle between this view and the process view of the broadcast (Section 9.9.5, "Monitor broadcasts") or conference (Section 11.9.2, "Monitor conferences").

17.7 Operation of location tracking processes activated over the phone

Follow the below instructions to track the location of a terminal over the telephone:

Step by step	
	Enter the DAKS call number + dialthru code for "System function - initiate location tracking over the phone" e. g.: "800 **091**"
PIN?	Request announcement to "Enter PIN" or a long tone if this announcement is not available.
	Enter your PIN.
PHONE NUMBER+# ?	Request announcement to enter the phone number or a long tone if this announcement is not available.
	Enter the phone number of the terminal whose location needs to be tacked and end your entry with the hash # key.
POSITIONING <PNO> ...	Info announcement "Positioning active, please wait..." or a long tone if this announcement is not available.
<tracking results>	display that shows the computed location tracking results (refreshed every 3 seconds,) and playback of the voice announcements assigned to the computed location ranges.

In a location tracking process that are initiated over the phone, the system will carry out one tracking process and the results of this process will be output until the call is released.

18 Multi-Level Precedence and Preemption

Overview

This chapter shows you how yo apply, administrate and use the Multilevel Precedence and Preemption (MLPP). It covers the functions provided by the Administrator-Tool as well as the enhanced functions of the Broadcasts and Conferences.

Content

This chapter covers the following areas:

18.1 Overview

18.2 Dependence of MLPP settings on other settings

18.3 Edit the MLPP parameters of the Basic parameters

18.4 Broadcasts with MLPP

- 18.4.1 Edit the MLPP parameters of a broadcast group
- 18.4.2 Details

18.5 Conferences with MLPP

- 18.5.1 Edit the MLPP parameters of a conference group
- 18.5.2 General information
- 18.5.3 Meet-Me conferences
- 18.5.4 Preset and Progressive conferences

18.1 Overview

Multilevel Precedence and Preemption (MLPP) is an enhanced protocol functionality that is predominantly applied and used in the telecommunications networks of the armed forces and public authorities.

The following priority or precedence levels are defined for MLPP:

Precedence level	**Description**	**Numeric value**	**Description**
ROUTINE	Routine	4	A routine or normal call
PRTY	Priority	3	A call with heightened priority
IMMED	Immediate	2	An urgent or immediate call
FLASH	Flash	1	Aflash call
FLASHOV	Flash Override	0	A flash override call with top priority

Table 18-1 MLPP precedence levels

In the ITU-T Q.85, 3rd Section, the ITU describes MLPP as follows:
The MLPP service allows properly validated users to place priority calls. The service consists of two parts: Pre-cedence (designates the priority level that is associated with the call) and Pre-emption (designates the process of terminating lower-precedence calls that are currently using the target device, so a call of higher precedence can be extended to or through the device of no other resources are currently available).

The below example illustrates this procedure:

- Subscriber A (e.g. a sergeant) has called subscriber B (e.g. a captain) with the precedence level ROUTINE. Both subscribers are currently in an ongoing call.
- Now subscriber C (e.g. a colonel) tries to contact subscriber B, also with the precedence level ROUTINE. Due to already ongoing call between A and B, C gets a line busy signal.
- Subscriber C repeats that call attempt, this time with a higher precedence level (e.g. PRTY). In this case, the ongoing call between A and B is cleared after a preemption tone, and the call from subscriber C is signaled to subscriber B.

18.2 Dependence of MLPP settings on other settings

In Classic DAKS, MLPP is supported in the applications Broadcasts (Chapter 9, "Set up, Administrate, Start and Monitor Broadcasts") and Conferences (Chapter 11, "Set Up, Convene and Moderate Conferences"). The following windows have an influence on MLPP.

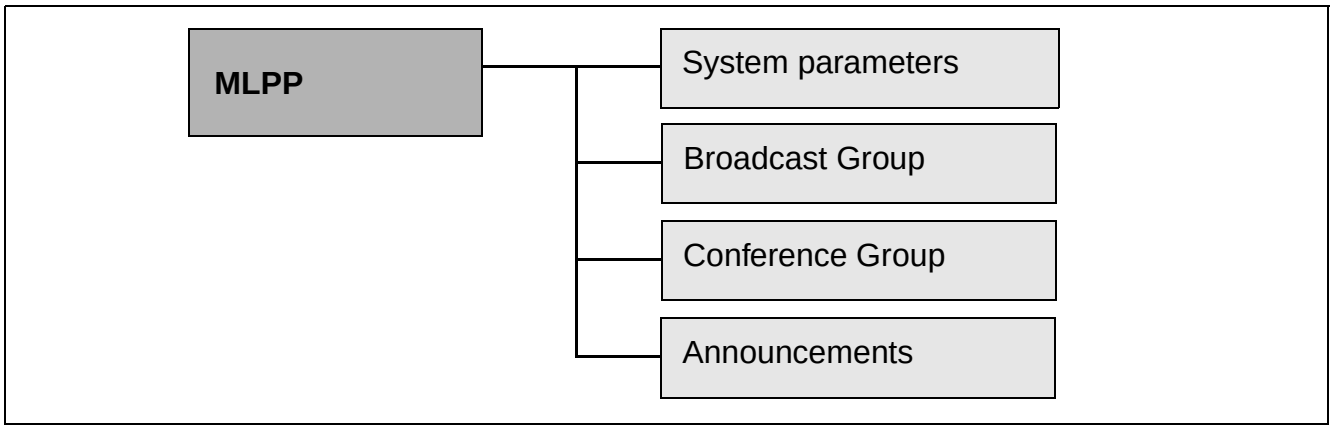


Image 18-1 Dependence of MLPP settings on other settings

System parameters:

- **Basic parameters**
  The Basic parameters are always used to define if MLPP shall be used in Classic DAKS. In addition, MLPP is then customized in keeping with the individual client's needs and requirements.

Broadcast group:
The default MLPP precedence level is defined for the Broadcast group.

Conference group:
The default MLPP precedence level is defined for the Conference group.

Announcements:
Already recorded announcements (Chapter 6, "Create and Administrate Announcements") can be assigned to both of the MLPP preemption tones.

18.3 Edit the MLPP parameters of the Basic parameters

Follow the below instructions to edit the MLPP parameters in the basic parameters:

No.	Step
1.	Start the Administrator-Tool and log in.
2.	Go to the tree view and open "Control panel". This will output all parameters in the list window.
3.	Select "Basic parameters" in the list window and click . The "Edit basic parameters" window is opened.
4.	Open the tab "Enhanced"
5.	Make the MLPP settings in keeping with the subsequent field descriptions.
6.	Click **Ok** to save your entries.

Table 18-2 Edit the MLPP parameters in the basic parameters

Description of the MLPP field in the window "Edit basic parameters"

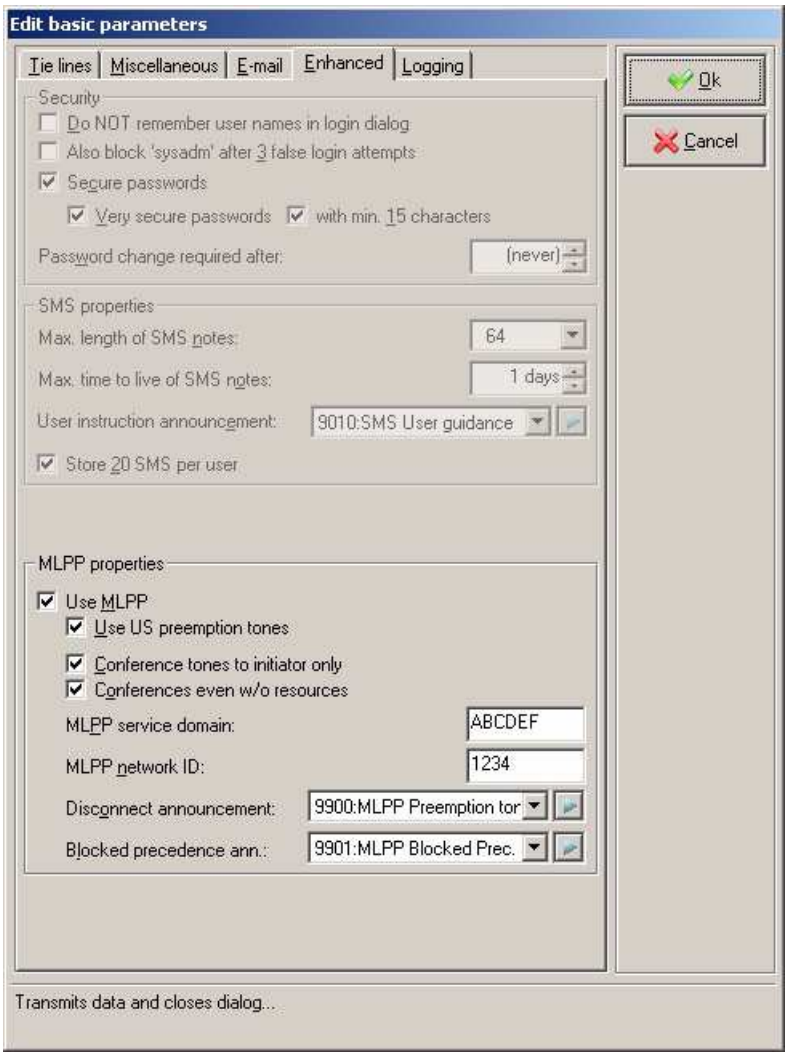
Field	Description
Tab "Enhanced"	
	
Window area "MLPP properties"	
Use MLPP	If this box is ticked, Classic DAKS will support the MLPP functionality system-wide,
Use US preemption tones	If this box is ticked, the system will use the US preemption tone instead of the European preemption tone.
Conference tone to initiator only	If this box is ticked, the conference tones (conferee entering/leaving the conference) are only output to the initiator of the conference.

Table 18-3 Description of the MLPP field in the window "Edit basic parameters"

Field	Description
Conferences even w/o resources	If this box is ticked, conferences are also routed if DAKS is unable to provide sufficient resources (Section 18.5.4, "Preset and Progressive conferences").
MLPP service domain	Input field to specify the MLPP service domain into which DAKS is integrated (8-digit hexadecimal number).
MLPP network ID	Input field to specify the MLPP network ID (4-digit integer).
Disconnect announcement	Selection field to define the announcement or tone that shall be played to a subscriber when his call is cleared due to a call with a higher MLPP precedence level.
Blocked precedence ann.	Selection field to define the announcement or tone that shall be played to a subscriber when the clearing of the other call fails.

Table 18-3 Description of the MLPP field in the window "Edit basic parameters"

MLPP is only for validated subscribers that have been assigned to the aforementioned MLPP service domain and that have the above-mentioned MLPP network ID.

When administrating a Siemens HiPath 4000,the MLPP network ID and the MLPP service domain must be registered as a common value in the AMO "ZAND" under the entry "MLPPDOM". Here, the first 2 bytes are reserved for the ID and the last 3 bytes for the service domain,.
for example:

For `MLPPDOM: 1-2-3-4-5` the following applies,
`1-2` is the MLPP network ID, for DAKS "0102", and
`3-4-5` is the MLPP service domain, for DAKS "030405"

To utilize the MLPP functionality properly, it is important that the selection field "Reserve TDM channels for activation" or "Reserve VoIP channels for activation", located on the tab "Tie lines" of the window "Edit basic parameters" is set to a minimum value of 1.

18.4 Broadcasts with MLPP

18.4.1 Edit the MLPP parameters of a broadcast group

Follow the below instructions to edit the MLPP parameters of a broadcast group:

No.	Step
1.	Select "Broadcasts" in the tree view. The list of broadcast groups is displayed.
2.	Select the broadcast group whose MLPP parameters you want to edit and click on . This will open the window "Edit broadcast group".
3.	Open the tab "Properties"
4.	Make the MLPP settings in keeping with the subsequent field descriptions.
5.	Click on **OK** to save your entries.

Table 18-4 Edit the MLPP parameters of a broadcast group

Description of the MLPP fields in the window "Edit broadcast group"

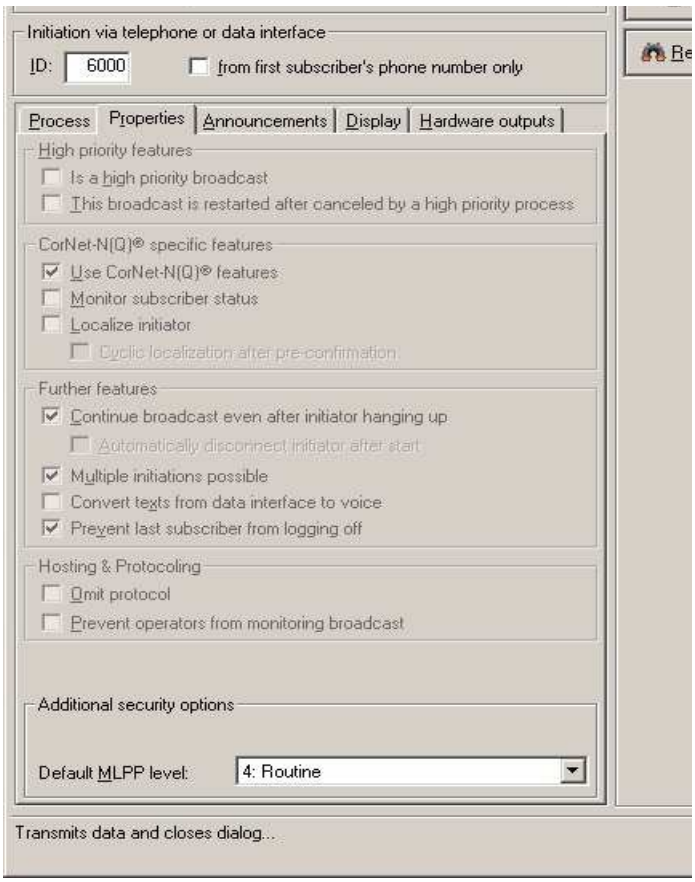
Field	Description
Tab "Properties"	
	
Window area "Additional security options"	
Default MLPP level	Selection field to define the default MLPP level that is used when calling the broadcast members, in the event the broadcast is started in a way other than over the phone

Table 18-5 Description of the MLPP fields in the window "Edit broadcast group"

18.4.2 Details

If a broadcast is started over the phone and the initiator has an MLPP precedence level, all broadcast members will be called with the same MLPP precedence level

If a broadcast is NOT started over the phone (e.g. through the DAKS-TT Operator-Tool or contact-triggered), the broadcast members will be called with the MLPP precedence level that was defined as "Default MLPP level" for this broadcast group.

18.5 Conferences with MLPP

18.5.1 Edit the MLPP parameters of a conference group

Follow the below instructions to edit the MLPP parameters of a conference group:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are output in the list window.
2.	Select the conference group whose MLPP parameters you want to edit and click on . This will open the window "Edit conference group".
3.	Make the MLPP settings in keeping with the subsequent field descriptions.
4.	Click on **OK** to save your entries.

Table 18-6 Edit the MLPP parameters of a conference group

Description of the MLPP fields in the window "Edit conference group"

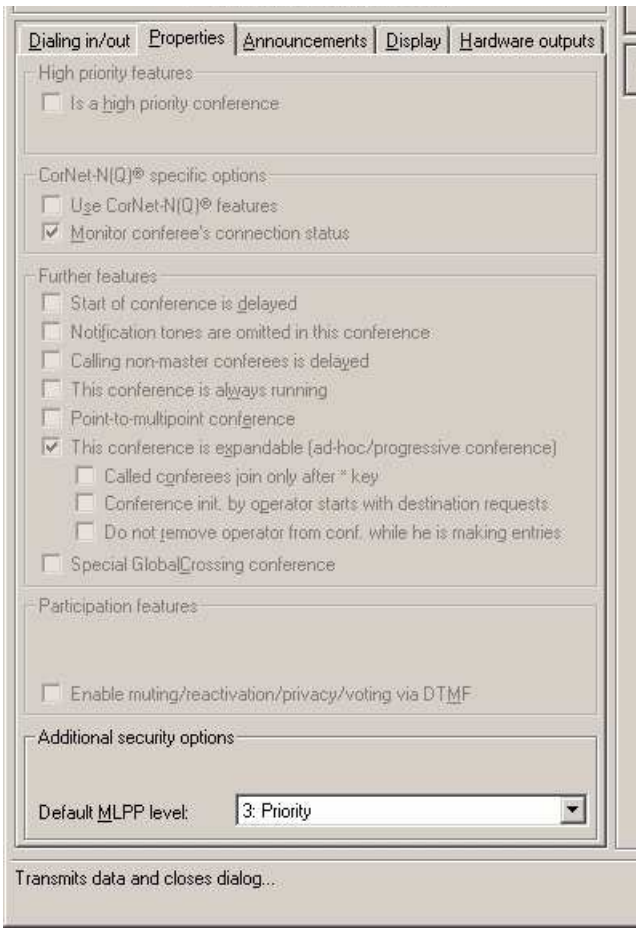
Field	Description
Tab "Properties"	
	
Window area „"Additional security options"	
Default MLPP level	Selection field to define the default MLPP level that is used when calling the conference members, in the event the conference is convened in a way other than over the phone

Table 18-7 Description of the fields in the window "Edit conference group"

The availability of the MLPP functionality excludes the application of the so-called urgent conferences (Section 11.7.1, "Add and edit new conference groups"), due to which the selection field "Urgent conferences" is not visible here.

18.5.2 General information

In the military sector, a differentiation is made between Meet-Me-, Preset- and Progressive Conferences.

> We recommend that the announcement "For participant timeout", located on the tab "Announcement" under the conference parameters (Section 11.6, "Set the conference parameters") is assigned a corresponding acoustic sequence of the preemption tone.

18.5.3 Meet-Me conferences

Meet-Me conferences (dial-in conferences) are conferences that usually do not have any predefined members; instead, the conference members, or conferees, dial into the meet-me conference on their own using the same number (Section 11.4.1, "Individual Meet-Me Conferences").

The call number that can be used to convene the conference, and that can be used by other subscribers to dial into the conference, is the same. It consists of:

- the digital trunk number of DAKS
- + the dialthru code (Section 4.5, "Define the Dialthru codes") to access the conference
- + the ID in the window area "Initiation via telephone".

Add or edit a Meet-Me conference

In DAKS, Meet-Me conferences can be defined as follows:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are output in the list window.
2.	Click the symbol in the menu bar to add a new conference group, or select the entry that you want to edit and click . This will open the window "Edit conference group".
3.	Go to the window area "Initiation via telephone" and allocate a unique ID.
4.	In the window area "Access for active participation" assign another unique ID and tick the box "Subs. becomes master“.
5.	In the input field "Simulated substitute dialing" enter the dialthru code (Section 4.5, "Define the Dialthru codes") to access conferences, plus the ID derived from "Access for active participation".

Table 18-8 Add a new or edit an already existing MLPP-Meet-Me conference

No.	Step
6.	Limit the maximum size of the conference by specifying the "Max. no. of not in group predefined conferees".
7.	Specify further properties of the conference group (Section 11.7.1, "Add and edit new conference groups").
8.	Click on **Ok** to save your entries.

Table 18-8 Add a new or edit an already existing MLPP-Meet-Me conference

The behavior of a Meet-Me conference

The first subscriber to dial the conference call number (Table 18-8, Step 3) is the one who convenes the conference. All other subscribers who dial the conference call number are switched into the conference through the "Simulated substitute dialing" and become active conferees.

If the conference is full (i.e. the number of conferees in the conference has reached the defined "Max. no. of not in group predefined conferees"), and another subscriber tries to enter the conference by dialing in, the system will evaluate this subscriber's MLPP precedence level. If a conferee with a lower precedence level is in the conference, he will be cleared from the conference to make room for the new subscriber with a higher precedence level. If no further conferee can be cleared from the conference, the subscriber dialing in will be played the "Blocked precedence announcement", and his call will be cleared from DAKS.

18.5.4 Preset and Progressive conferences

The differentiation made by DAKS between Preset conferences and Progressive conferences is only marginal. In fact, the only distinction is whether the value **(none)** is entered in the field "Max. number of not in group predefined conferees". For simplicity, "Preset conference" is therefore used for both types of conferences in the below examples.

When a Preset conference is convened over the telephone and the conference initiator has an MLPP precedence level, this priority level will be be adopted for the conference, also. In this case, all conferees that are need to be called by DAKS will be called with the same MLPP precedence level.

If a Preset conference is NOT started over the telephone (e.g. through the DAKS-TT Operator-Tool or contact-triggered), the conferees will be called with the MLPP precedence level that was defined as "Default MLPP level" in the conference group.

Add or edit a Preset conference

In DAKS, Preset conferences can be defined as follows:

No.	Step
1.	Select "Conference" in the tree view. All conference groups are output in the list window.
2.	Click the symbol in the menu bar to add a new conference group, or select the entry that you want to edit and click . This will open the window "Edit conference group".
3.	Go to the window area "Initiation via telephone" and allocate a unique ID.
4.	Now open the tab "Dialing in/out", assign another unique ID in the window area "Access for active participation", and **DO NOT** tick the box "Subs. becomes master“.
5.	Leave the field "Simulated substitute dialing" empty.
6.	In the field "Max. number of not in group predefined conferees" enter the value **5**.
7.	Open the tab "Properties" and tick the box "Start of conference is delayed".
8.	If this conference shall be expandable (Progressive Conference), tick the box "This conference is expandable (ad hoc, progressive conference", on the tab "Properties".
9.	Specify further properties of the conference group (Section 11.7.1, "Add and edit new conference groups").
10.	Click on **OK** to save your entries.

Table 18-9 Add a new or edit an already existing MLPP-Preset conference

Resource management

If at any time several conferences are active at the same time in DAKS, and a new Preset conference is convened, DAKS will verify if is sufficient resources are still available for this conference.

If the system detects a lack of resources, DAKS will go to the basic parameters and check if the box "Conferences even w/o resources" is ticked:

- If the box is ticked,
  DAKS will create an internal list of all subscribers who are currently active conferees in a conference and whose MLPP precedence level is lower than that of the conference that has just started. From this list, DAKS will then clear as many conferees as are needed in channels for the conference that has just been started. Here, the system will also take into consideration that conferees that have the status "Master" (Section 11.3, "DAKS conference masters and operators") are not cleared unless the system is unable to find any other conferees without this status in the list. The clearing of a conferee of this kind can ultimately cause another conference to end if that conferee was the last or only one in the conference

with a "Master" status.
When DAKS clears conferees from conferences, the conferees are played the announcement that is specified in the conference parameters (Section 11.6, "Set the conference parameters"), and there for "Participation timeout" located on the tab "Announcements".

- If this box is NOT ticked
  DAKS will first reject that this conference is convened and play the announcement "Blocked Precedence" to the initiator. In the next step DAKS will disconnect the initiator.

Special features

If an already active and ongoing conferences with a particular MLPP precedence level is convened again by an initiator with a higher MLPP precedence level, all conferees in the active conference will be cleared by DAKS. The conferees will be played the announcement that is assigned in the conference parameters (Section 11.6, "Set the conference parameters") to the "Participation timeout", located in the tab "Announcements".
In the next step, DAKS will re-start the conference and call all predefined conferees, but this time with the higher MLPP precedence level.

When a conferee (A) is called directly - thus from outside DAKS - by another conferee (B) who has a higher MLPP precedence level, the connection of conferee A will be cleared by the Siemens HiPath 4000 system and conferee A will leave the conference. DAKS will signal this development into the conference by playing a long sequence of tones.

If the conferee A was the last or only one in the conference with the status "Master" (Section 11.3, "DAKS conference masters and operators"), the preemption tone generated by the Siemens HiPath 4000 system will be played into the conference, the conference will be ended and DAKS will clear all other remaining conferees.

19 Glossary

The technical terms that are used in this manual are explained in alphabetical order in the be-- low table.

Term	Description
called number	The destination call number that is sent during the call setup when a call is made to a single subscriber (single call).
calling name	The name that is sent when a single subscriber is called (single calls) and that is displayed within the network to the receiver as the name of the caller.
calling number	The number that sent is when a single subscriber is called (single calls) and that is displayed within the network to the receiver as the number of the caller.
CLIP	Short for Calling Line Identification Presentation. CLIP is a feature for incoming calls and can only be activated or deactivated for these calls. With *CLIP*, the call number of the calling subscriber is communicated to the called subscriber, provided the feature was not previously re-- stricted on the calling side.
connected name	The name of the connected subscriber.
connected number	The call number of the connected subscriber.
CorNet	*CorNet* is an ISDN communication protocol for the networking of PBXs by Siemens AG. *CorNet* is available in 2 different versions: • CorNet-N: older and purely proprietary networking protocol • CorNet-NQ: a networking protocol based on Q-SIG with proprie-- tary protocol elements
cPCI bus	The abbreviation *cPCI bus* is short for CompactPCI bus. cPCI sys-- tems are 3U or 6U Eurocard-based industrial computer systems, where all boards are connected via a passive PCI backplane. The connector pin assignments are standardized by the PICMG (**PCI I**ndustrial **C**omputers **M**anufacturers **G**roup) US and PICMG Europe organizations. The connectors and the electrical rules allow for 8 boards in a PCI segment. Multiple segments are allowed with bridges.
DCF clock	The DCF clock receives the exact time from a long wave transmitter (call sign *DCF-77*) of Deutsche Telekom AG.

Table 19-1 Glossary

Term	Description
DECT	Short for Digital Enhanced Cordless Telecommunications. DECT stands for digital and enhanced cordless telecommunication. This is a standard for cordless handsets and cell phones, as well as for wire-- less data transmission in general.
DNS	The Domain Name System, short DNS, is one of the most important services in the Internet. The *DNS* is a distributed database that ad-- ministrates the name space in the Internet. *DNS* is required to convert computer/domain names into TCP/IP addresses (forward lookup). It is comparable to a telephone directory that resolves the names of the subscribers into their telephone numbers.
PA systems (loud-- speaker)	A public address (PA) system is an electroacoustic system that serves to play back and amplify voice or music. In the most basic set-up, PA systems consists of loudspeakers, a mixing console or voice sta-- tion(s), and an amplifier.
ESPA 4.4.4	A serial data protocol, standardized since 1984, to connect call trig-- gering systems (frequently nurse call systems in hospitals) and radio-based paging systems. Today, the same protocol is used to connect call triggering systems and DECT handsets/WiFi phones.
ESPA-X	"Enhanced Signaling Protocol for Alarm processes – XML-based" (al-- so see www.espa-x.org) TCP/IP -based, open XML-Protocol to activate and control the pro-- cess of the alarm servers.
Gigaset	Name given by Siemens AG to the product series of cordless termi-- nals using the DECT standard.
GSM	Global System for Mobile Communications (*GSM)* is a fully digital ra-- dio network standard that is mainly used for telephony, but also for the circuit-switched and packet-based data transfer as well as for short messages (SMS). It is the most widespread mobile radio standard used around the world.
Interdigit Timeout	The maximum possible time span between two keyboard inputs over the phone.
LDAP	Short for *Lightweight Directory Access Protocol*, a standardized Inter-- net protocol for directory access (see also Meta Directory). LDAP is a lean follower of X.500.
HPS	Short for Siemens **H**iPath-**P**ositioning-**S**ystem (location server for DECT/wireless LAN networks).

Table 19-1 Glossary

Term	Description
ITU	**I**nternational **T**elecommunication **U**nion
Meta Directory	Often the different departments and branches of a company have their own telephone directory that lists the staff phone numbers and extensions, as well as all room and user rights assignment, and that also itemizes each PC that is used (incl. the location and fittings details), as well as all printers, routers, and other hardware equipment. What causes redundancy is the fact that data is often included more than once in these lists. This can lead to errors when misspellings and lack of meticulous care during updates result in discrepancies between the different datasets. What is more, the lists and registers are often in different formats. Meta Directories offer a solution to the difficulties caused by maintaining different data sources. They constitute programs that collect data and lists from different servers and applications through the network and provide this information. In this way, Meta Directories serve as mediators by providing the collected data in a consistent format, ready to be accessed by the applications without contemplating their origin. Meta Directories are designed for large amounts of data, e.g. for 30,000 e-mail addresses. Source: http://www.goldmann.de/grundlagen-meta-directory_tipp_66.html
MIME	Short for Multipurpose Internet Mail Extensions or Multimedia Internet Message Extensions stands for a coding standard that determines the structure and set-up of e-mails and other Internet messages.
MLPP	MLPP is a process with 5 different priority levels that enables a predefined group of users in a company to reach colleagues quickly and safely over the phone.
Optiset	The product name of a digital system telephone by Siemens AG.
Tie line connection	The trunk group between 2 PBXs in a network group. Often S_{2M} with 30 voice channels (Europe), or T1 with 23 voice channels (USA).
redirected name	The name of the subscriber who redirected a call.
redirected number	The number of the subscriber who redirected a call.
redirecting name	The name of the subscriber redirecting a call while the connection is being established.
redirecting number	The number of the subscriber redirecting a call while the connection is being established.

Table 19-1 Glossary

Term	Description
RFC	Short for request for comment. RFC is a document that describes a standard, e. g. *RFC* 821 for SMTP.
SMTP	Short for Simple Mail Transfer Protocol and a protocol of the TCP/IP protocol family that regulates the sending of e-mails in computer net-- works.
PLC	PLC is the short for Programmable Logic Controller (German short: SPS) and constitutes an electronic module that is used in automation technology for control and regulation tasks.
System telephone	System telephones are special telephones with producer-specific fea-- tures and are used predominantly in network groups with the match-- ing PBX.

Table 19-1 Glossary

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